

CONNECTED® BACKUP

The Original, Undisputed Number One PC Backup Solution

BENEFITS AT A GLANCE

- With scheduled and automated backups, enterprise data is always available
- Keeps enterprise data offsite and secure in data centers (with subscription service)
- Unlimited scalability for enterprises
- Frees up IT time and resources by outsourcing data protection to a trusted, proven leader

“Connected was simple to set up and use, right out of the box.”

**CLIENT: DAVID ARBOUR
IT MANAGER AIRGAS®**

In 1995, Iron Mountain recognized the need for protecting enterprise data on PCs and pioneered the backup technology necessary to safeguard both desktops and laptops. Today, more than 3 million individuals rely on Iron Mountain’s Connected® Backup solution for automatic PC online backup and recovery. This automatic, easy-to-access solution frees up IT time and resources, while ensuring secure and reliable backups based on proven technology from the undisputed industry leader.

Iron Mountain’s Connected Backup solution eliminates the risk of data loss from enterprise desktops and laptops, whether local or remote. By automatically backing up data in the background, this solution ensures complete data protection without interrupting users. The Connected Backup solution also provides a secure Web portal, through which users can recover data – without IT or Help Desk intervention.

Iron Mountain utilizes advanced encryption and other security technology to safeguard enterprise data during transmission, storage, and recovery. For subscription service customers, ultra-secure data storage facilities satisfy the strictest security standards. To ensure for full failover redundancy, all data is replicated to a second geographically separate data center. Choosing Iron Mountain for backup and recovery solutions gives enterprises the industry leading technology partner with a proven track record of successful data protection. Iron Mountain currently manages more than 3 petabytes of customer PC data with more than 12 billion backed-up files.

Iron Mountain’s Connected Backup solution provides fully automatic backup and recovery for enterprise desktops and laptops. Business-critical information is protected – no matter where in the enterprise it resides – eliminating the risk of PC data loss.

Connected® Backup

The Connected Backup solution provides these functions:

- **Backup.** Scheduled and automatic disk-to-disk backup is transparent to users.
- **Recovery.** Users can recover lost files quickly and easily, whenever and wherever they are needed.
- **Heal.** Quickly repairs damaged or corrupted applications, configurations, and files on any PC – without calling the Help Desk.
- **MyRoam™.** Web-based access portal lets users access their backed-up data anywhere, without IT intervention.

EASY TO USE FOR BOTH IT AND END USERS

IT personnel can use Connected Backup's intuitive graphical user interface to manage and monitor back up policies from a single central console, either over the corporate network or over the Internet. Flexible scheduling runs backups at the most convenient times. Bandwidth throttling gives control over upload bandwidth so that backups don't interfere with other high-priority tasks.

The Connected Backup solution works transparently, so that users can keep working while backups continue automatically in the background. If users ever need to recover information – from a single file to an entire system – they can access data through a secure Web portal, minimizing calls to the Help Desk.

With the Connected Backup solution, users can be more productive, IT can focus on other tasks, and enterprises can be sure that data is always secure and accessible.

PATENTED TECHNOLOGIES REDUCE NETWORK AND STORAGE COSTS

Iron Mountain's Connected Backup solution uses advanced, patented technologies to reduce the volume of backed-up data by up to 85 percent. This decreases the storage necessary for backup and recovery, cuts the time for data transfer, and diminishes the load on enterprise networks. The result is greater cost savings for the enterprise.

Delta Block® sends only the changed data in files, saving transmission time and storage requirements. For example, when a document changes, Delta Block only backs up the changes at the block level. This patented technology reduces backup time, minimizes network traffic, decreases the size of stored files, and enables backup even over low-bandwidth connections.

SendOnce® eliminates duplicate files by saving each file only once. This patented technology backs up files to a SendOnce pool, preventing identical copies from being stored in multiple user archives. Enterprises avoid the time and expense of storing the same files repeatedly.

Connected EmailOptimizer® (PC only) reduces the storage space for email files by 30 percent. This optional service recognizes duplicate email attachments and stores them only once, significantly reducing storage requirements.

ADVANCED SECURITY PROTECTS ENTERPRISE DATA

The Connected Backup solution provides the highest levels of security available. All data is encrypted at the desktop, using government-level 128-bit Advanced Encryption Standard (AES). Enterprise data remains encrypted both during transmission and in storage.

UNMATCHED SCALABILITY

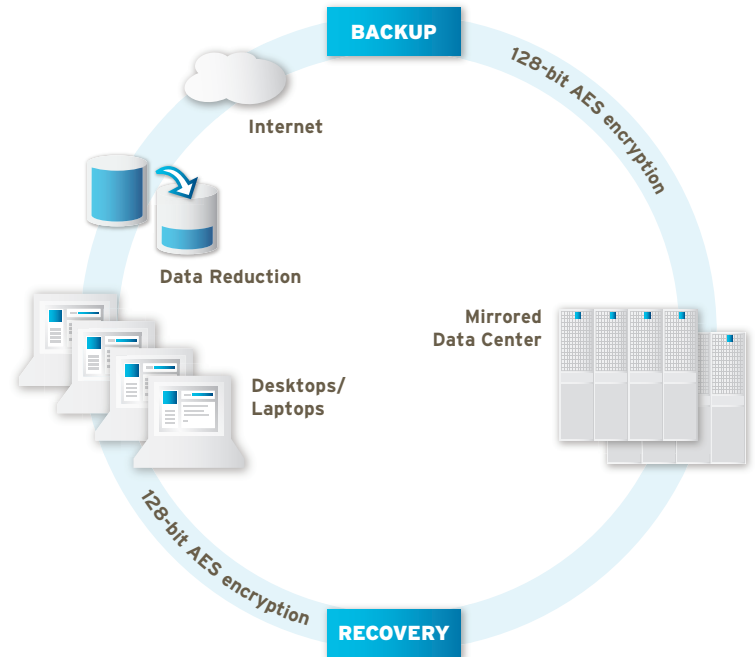
Enterprises can use the Connected Backup solution to protect and restore data from as few as five PCs to hundreds of thousands, all managed from a central location. Store information from as many as 10,000 PCs on a single pair of data center servers using Iron Mountain's superior, patented data reduction technologies.

VISIBILITY INTO PC DATA FOR LITIGATION AND COMPLIANCE

Connected® Classify & Collect is an eDiscovery-ready option to help organizations reduce risk and cost for litigation, compliance, and security requirements by quickly identifying potentially relevant documents – making PC data usable and discoverable.

HOW IT WORKS

- Automatically captures desktop and laptop data at scheduled intervals or when user initiated
- Patented technologies reduce (by up to 85%) and encrypt data (128-bit AES)
- Securely sends data over the Internet to a secure Iron Mountain Data Center or an enterprise's data center
- Replicated to a second geographically diverse data center for full failover redundancy
- Bandwidth throttling controls how much upload bandwidth to use during backups
- User can retrieve data through a secure Web portal, anytime, anywhere



OPTIONAL FEATURES

Professional Services



Connected® Classify & Collect



Remote Managed Services



This option aids in early case assessment during discovery activities, helping organizations avoid unnecessary litigation and saving them time and money by filtering irrelevant data. The solution reduces the risk and cost of managing distributed and mobile data, and addresses data collection and eDiscovery in one integrated backup and recovery solution.

PROFESSIONAL SERVICES

Iron Mountain offers Professional Services & Training to help enterprises maximize the effectiveness of Connected Backup. The decades of experience and best-practice knowledge of our Professional Services & Training team can shorten learning curves, minimize cost and complexity, and reduce risk.

AN OPTION THAT FITS EVERY ENTERPRISE

Iron Mountain offers a variety of implementation options to match every business need.

- **Subscription Service.** Use Iron Mountain's secure, offsite locations to back up enterprise data, for a monthly usage-based fee, with no capital investment.
- **Licensed Software.** Run the Connected Backup solution inside the enterprise IT environment. Iron Mountain Professional Services are available to help install and configure the software.
- **Remote Managed Services.** Iron Mountain remotely manages the licensed software at an enterprise's site from the secure Iron Mountain data center or an enterprise's data center.

KEY FEATURES

FOR SUBSCRIPTION SERVICE

- Data is stored at one of Iron Mountain’s owned or leased offsite Data Centers that provide high security.
- Facilities are resistant to seismic activity and other disasters. Data is mirrored to a second data center for full failover redundancy.
- These facilities feature 24x7 security; restricted access; real-time closed-circuit TV monitoring; commercial power feeds with generators for full backup; and Clean Agent Fire Extinguishing Systems (CAFES). They also feature onsite firefighting apparatus and personnel, internal and external 24x7 monitoring, and external accreditation by the Uptime Institute according to its Tier Classification and Performance Standard.

OTHER FEATURES

- Nine languages supported
- Checkpoint restart for interrupted backup
- Reads Master File Tables directly, improving the speed and performance of file transfers
- Works with Volume Shadow Copy Service (VSS) to take advantage of Windows® XP, Microsoft® Windows Vista™ operating system, and Windows 7 capabilities to enable rapid backups in the background, specifically for open-file handling
- Built-in protection for open files and databases
- Service retains the 10 most recent versions of any file and keeps deleted files for 90 days
- Platform support: Windows Vista, Windows XP, and Windows XP Professional
- Tablet PC Edition, Windows 7, and Mac OS® X (version 10.4 or later)



ABOUT IRON MOUNTAIN. Iron Mountain Incorporated (NYSE: IRM) provides information management services that help organizations lower the costs, risks and inefficiencies of managing their physical and digital data. Founded in 1951, Iron Mountain manages billions of information assets, including backup and archival data, electronic records, document imaging, business records, secure shredding, and more, for organizations around the world. Visit the company Web site at www.ironmountain.com for more information.