Ahsay™ Online Backup Vault
Guarantee the Availability of Your Data

You should have already known that business data are important assets of your company that you cannot afford to lose. If your company just backs up data on-site, i.e. within your office premises, these data will be lost when a disaster strikes. Therefore, the most effective method to protect your data is to back up your data offsite. **Ahsay™ Online Backup Vault** is an ideal offsite backup solution in safeguarding mission critical business data against loss caused by accidents and system failure.

First Class Data Center
Your backup data will be stored in a first class data center, which has obtained ISO20000 for IT Service Management and ISO27001 for IT Security Management certifications. We offer a unique range of services supported by state of the art infrastructure, thus giving you peace of mind in data protection.

Offsite Protection
As your data is stored in a place far away from your office, in case of accidents such as natural disaster, human mishandling, hardware malfunctioning, or a system crash, your backup data will not be affected and are readily available for restore.

Maximum 20Mbit/s Dedicated Bandwidth
The data center occupied by Ahsay™ is located in Hong Kong. Customers can enjoy a maximum of 20Mbit/s connection speed. Backing up 10GB of data only takes about an hour to complete. In conjunction with our In-File Delta and seed-load technologies, backing up a large amount of data can be completed in a very short period of time.

Fully Automatic
Backup job will automatically run everyday according to the schedule you have defined. Since no error-prone human intervention is required, missed backup caused by carelessness will no longer happen after using Ahsay™.

Restore Data through the Internet
Ahsay™ Online Backup Vault provides online data restore function, which allows user to restore backed up data through the Internet at any location. For example, when a staff urgently requires to retrieve a file from Ahsay™'s backup server during a business trip, he/she can simply do it by logging in his/her backup account via any common web browser.

256-Bit Data Encryption
All user accounts will be password protected. Besides, all backup data will be 256-bit encrypted and compressed before uploading to Ahsay™'s backup server via secure SSL connection channel. Moreover, the encryption key will not be uploaded to the backup server during backup. Therefore, backup data are securely protected.

Robust Backup Features
Ahsay™ Online Backup Vault comes with robust enterprise-class backup features specifically designed for businesses of any sizes. Two client-side backup applications will be provided for users. AhsayOBM is a fully featured application for backing up file servers, email servers and database applications. AhsayACB is an easy-to-use application for backing up desktop and notebook computers.

Multi Versioning
Ahsay™'s proprietary In-File Delta, Continuous Data Protection, and flexible retention policy allow a file to have multiple backup versions kept in Ahsay™'s backup server. A user can define the number of versions a file needs to be kept, as well as the duration of a deleted file that is required to be retained, based on his/her own need, or the company's backup policy.

OEM Brandable
A user of our Dedicated Storage plan can even choose to change the brand-name of the client application as well as the web management console, so that it can better reflect the brand identity of the company, allowing the solution to better merge with the existing I.T. system of the company.

Comprehensive Backup Report
Ahsay™ will provide backup reports with detailed backup status and statistics to all users through email. For company subscribed to our Dedicated Storage plan, system administrators can even obtain in-depth reports about the whole backup system, such as various system log files, backup status of all users, error report, etc.
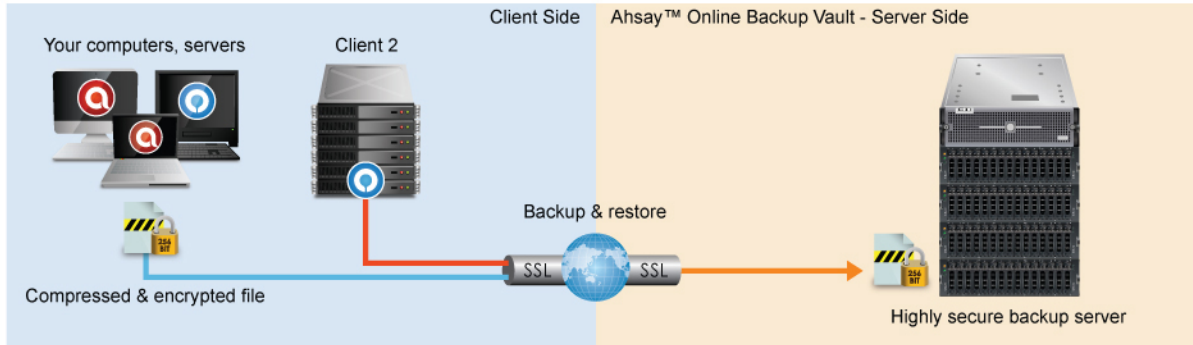
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Ahsay™ Online Backup Vault

Service Plans

We offer two types of service plans for businesses to subscribe.
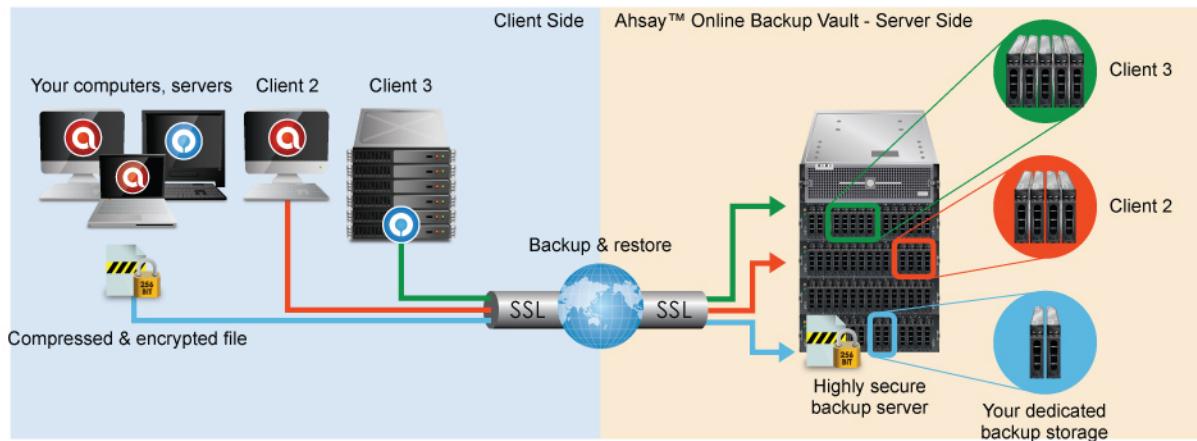
Shared Storage Plan

Your backup data will be stored in a pool of hard-drives shared by multiple customers. Backing up and restoring data can be done quickly through the Internet. Shared Storage is a low cost solution for companies who have small amount of backup data, i.e. under 500GB.

Dedicated Storage Plan

Your backup data will be stored in one or multiple hard-drives dedicated to you only. If you choose to have multiple dedicated hard-drives, you can even select the redundancy level of your storage, e.g. RAID 0, 1, 5, 6 or 10. In addition to the Internet, you can also choose to back up or restore data through offline seed-loading for faster completion, especially during the first full backup process. Dedicated Storage is an ideal online backup solution for companies who have large amount of data to backup, i.e. over 500GB.

Data Center Facilities

Data Center Area	
Total Data Center Area	5,100sq.m., 3 floors of 1,700 sq.m. each
Raised Floor	700 - 900mm raised floor height, panel size in 600mm X 600mm
Headroom	Slab to slab 5.1m
Floor Loading	12.5 kPa uniform distributed load
Telecom Facilities	Three TBE rooms, dual Telecom ducts
Protection Systems	
Fire Safety Equipment	Smoke detectors are evenly distributed below raised floor and ceiling in data center area
Fire Suppression	FM200 gas suppression system is installed in data center area, pre-action sprinkler system is installed in service corridor outside data center area, CO2 fire extinguisher are provided
Electrical	
Utility Supply	Each electrical route is fed by separate CLP sub-stations or other power feed configurations devised by CLP from time to time. Power supply will be provided from dedicated transformers to UPS and Cooling equipment
Diesel Generator	Each set of transformer is backed up by dedicated generator
UPS	All UPS are configured in 2N design, 15 minutes battery backup time for UPS
Oil Tank	Minimum 4 hours fuel oil storage for each generator, oil will be refueled within 2 hours for continuous operation of generators
Cooling System	
MVAC	All CRAC units are chilled water type, CRAC in (n+1) configuration, ambient temperature: 22ºC ± 2ºC, humidity: 55% ± 10%
Main Chiller Pipe	Dual chiller pipe system
Chiller Power	Backup by generator

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Comparison

Features	Shared Storage Plan	Dedicated Storage Plan
Data Center Architecture		
Storage Enclosure	Shared by many users	Dedicated
Storage Hard-Drive(s)	Shared	Dedicated
Storage Redundancy Level	Default (RAID-5)	Configurable (RAID 0, 1, 5, 6, 10, or no RAID)
Hosting / Internet Connectivity	Fully managed in first class datacenter	
Keeping Your Own Hard-Drive(s) if Hard-Drive(s) Failed	✗	✓ (Optional)
Bandwidth Throttling	Dedicated 10 Mbit/s per storage enclosure	Dedicated 20 Mbit/s per storage enclosure
Ahsay™ Offsite Backup Server (AhsayOBS)		
AhsayOBS Instance	Shared	Dedicated
System Monitoring	✓	
AhsayOBS Console Access	✗	✓
High Availability Configuration	✓	✗
Backup Software Features		
Backup	Online only	Online / Offline seed-loading (Faster)
Restore	Online only	Online / Offline seed-loading (Faster)
Basic Software Branding	Ahsay™	OEM possible (Optional)
In-File Delta, Volume Shadow Copy Microsoft Exchange Server, Microsoft SQL Server Lotus Domino / Notes, Oracle, MySQL Outlook / Outlook Express	✓	
Backup Versioning	✓	
Backup Report Monitoring	✗	✓
Tape Archive	✗	✓ (Optional)
Security		
Password Protection	✓	
Backup Data Encryption	✓	
SSL-Enabled Backup Traffic	✓	
Support		
Email	✓	
Live Chat	✓ (Optional)	✓
Telephone	✓ (Optional)	✓
Maintenance		
Hardware & Software Maintenance	Fully managed (Failed hardware will be replaced within 24 hours with no extra cost)	
Cost Effectiveness		
Cost Effectiveness	Cost effective for low storage requirement, i.e. <500GB	Cost effective for high storage requirement, i.e. > 500GB
Service Level Guarantee		
99.9% Uptime Guarantee (excluding Maintenance and subject to "Force Majeure")	✓	
Ahsay™ will use its reasonable endeavors to respond to all non-critical support queries within 24 hours. If a query is critical based on Ahsay™'s professional opinion, Ahsay™ will use its reasonable endeavors to contact you within 3 business hours by email or phone.	✓	

How It Works

After subscribing to a suitable plan, you need to install one of the following client-side backup applications, AhsayOBM or AhsayACB, on the server, desktop or laptop that you intend to back up. With proper configuration, backup jobs will be executed automatically based on the frequency you have set, and data will be encrypted, compressed and backed up to Ahsay™'s highly secure data center via secure SSL Internet connection channel. In case some of your data, e.g. a database or a word document, are lost due to whatever reason, you can restore the lost data from our data center within a very short period of time.

AhsayOBM

It is a comprehensive client-side backup application bundled with various database backup modules for backing up files and databases from client-side computers to Ahsay™ Offsite Backup Server. It is most suitable for backing up file servers, database servers and email servers.

AhsayACB

It is a light version of AhsayOBM with all major features retained while having an easy-to-use interface. It is most suitable for backing up files in desktop and laptop computers.

Features

Description	AhsayOBM	AhsayACB
Support All Common Operating Systems	✓	Windows & Mac Only
Support All Common Databases	✓	✗
Microsoft Exchange Server Brick-Level Backup	✓	✗
Windows System Backup and Restore	✓	✗
Command Line Tool	✓	✗
Support Microsoft Outlook and Microsoft Outlook Express	✓	✓
Continuous Data Protection	✓	✓
In-File Delta Technology	✓	✓
Open File Backup	✓	✓
256-Bit Data Encryption	✓	✓
Flexible Backup Schedule	✓	✓
Web Based Data Restore	✓	✓
Auto Software Upgrade	✓	✓
Comprehensive Backup Report and Statistics	✓	✓
Support Languages	31	31

Professional Support

Ahsay™ offers following channels in resolving customers' technical problems.

24/7 Customer Support

Our technical support team works 24/7 in resolving technical problems from customers. We also offer phone support to Hong Kong customers during working hours. For non-working hours, customers can send questions to us through email and we guarantee they will be served within 8 hours.

Online Discussion Forum

Ahsay™'s worldwide customers actively share their experience and knowledge about our product on our online discussion forum. It is an effective channel for customers seeking for help from other experienced customers.

Ahsaypedia

Ahsaypedia is the fastest way to find the answers of questions related to our product, as it is carefully organized into categories for easy reference. Its powerful search engine enables users to get answers easily and efficiently from the database.