



# Data Sheet

## IDrive online backup

### The trusted online backup and sync solution for businesses

A recent Forrester report suggested that businesses are not protecting their computers and remote offices sufficiently and the traditional tape backup scenario is prone to a lot of catastrophes such as loss of tapes due to theft or just plain data loss. A Gartner study even pointed out that businesses with dozens or hundreds of remote servers frequently delegate remote backup responsibilities to non-IT professionals (a night clerk at a hotel, for example).

## What if this is not done right?

Of what use is a backup if it can't be retrieved in one piece when needed? What good is a local tape backup if it cannot help retrieve data during a crisis, especially in cases where even just a few seconds of downtime can be extremely detrimental for business?

These are a few of the aspects that IDrive addresses in its 'software as a service' strategy.

IDrive alleviates the challenges faced by many [small businesses](#) that fail to recognize the importance of data protection.

## Facts

- SMB's today are embracing online backup as an alternative to tape backups, since tape backups have been known to fail during critical restores, are expensive to manage and are prone to theft.
- The worldwide public cloud services market is projected to grow 18 percent in 2017 to total \$246.8 billion, up from \$209.2 billion in 2016. (Source: Gartner)
- 92% of best-in-class companies store their remote office backup data in a secure off-site location, company headquarters or at a managed service/online backup service provider to ensure their data can be recovered when needed. (Source: September 2007 Aberdeen Benchmark Report)

### Proven scalability

IDrive manages petabytes of storage and can rapidly accommodate the ever-increasing needs of millions of users.

### Proven reliability

When our users entrust their data to us, they know IDrive will back it up with minimal action required on their end. It's hassle free so they can carry out their routine activities, uninterrupted.

### Stringent data security procedures

IDrive's foremost philosophy has been simple, safe backups. We take your data security extremely seriously. With 256-bit AES encryption employed to transfer and store data in our data centers, your data is in safe hands.

Call us today at **1-855-815-8706** on business days from 6.00 AM to 6.00 PM PST



## Power-packed feature set tailor-made to suit your requirements

### Security

- **256-bit AES encryption** – your data is encrypted using AES 256-bit encryption prior to leaving your desktop (on data transfer and storage).
- **Private key encryption** – IDrive allows you to encrypt your data backups using your own private key.

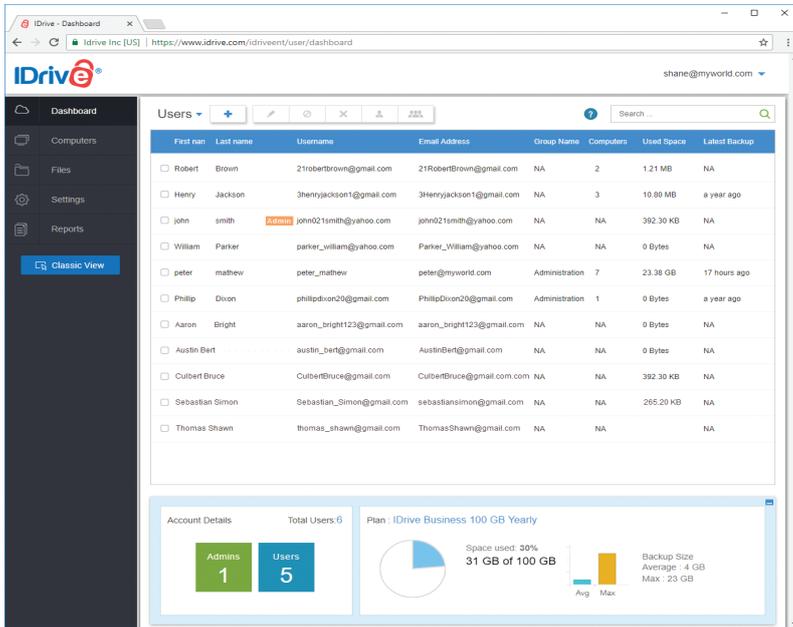
### Performance/flexibility

- **Instantly sync files across all linked devices** – modify files on any device and the updates are immediately available on all linked devices.
- **Snapshots** – historical view of your data, stored in IDrive account, allow you to perform point-in-time recovery. In case of ransomware attack, you can restore your files by selecting a timeline before the infection.
- **Search and retrieve your backed up and synced files** - locate any crucial business documents backed up to your IDrive account or synced across linked devices and retrieve it – at a lightening fast pace.
- **Open file backup** - allows you to backup your open email files (such as the .PST files of Microsoft Outlook).
- **Incremental backups that transfer only the modified portions of your files** – extremely fast data transfers during backup and sync.
- **Server backup** - for your [MS SQL server](#), [MS Exchange server](#), [VMware](#), [Hyper-V server](#), [MS SharePoint server](#), [Oracle server](#), [System State server](#) and [Office 365 Mailbox](#). Also backup your [Linux servers](#), with the help of easily scriptable and customizable online backup solutions.
- **Simple, fast, reliable data transfers with superior performance** - helps you conserve your bandwidth usage with a provision to adjust it.
- **Data protection** - of all files using 256-bit AES encryption, while storing to any external hard drives.

### Ease-of-use

- **Automated backups and real time sync** – you don't have to be in front of a computer, IDrive works quietly in the background.
- **Web-based data retrievals** – you can access and retrieve the backed up data and synced files anytime, anywhere.
- **Audit trail for your backups** - easy-to-use dashboard to view detailed backup and restore logs.

## IDrive for businesses



### Dashboard

- A centralized web console to manage desktop backups, restore files to corresponding computers, modify application settings, etc on your connected computers
- Create new user accounts, add them to groups, view information about each user's storage utilization, and check on the health of their backups.
- Create policies with required settings and propagate them to any particular group of users. Also push changes to backup sets and settings across all devices easily.

## Physical security of our infrastructure/security of your data

The IDrive application is hosted at our world class data center in the United States, which provides the physical environment necessary to keep the servers up and running 24/7. These world-class facilities are custom designed with raised floors, HVAC temperature control systems with separate cooling zones and seismically braced racks. They offer the widest range of physical security features, including state-of-the-art smoke detection and fire suppression systems, motion sensors, 24/7 secured access, video camera surveillance and security breach alarms. There is a proper DR (disaster recovery) system in place and our objective is to ensure that even in the worst of circumstances, your data is safe with IDrive so you can retrieve it with minimal downtime.

## Network security

We have a periodic third party review of our network infrastructure to check for known application and service vulnerabilities.

## Professional customer/technical support

A strong technical team powers IDrive, which is just a click away. It is our motto to be with our customers when they need us. We are available 24/7/365 and respond to queries using email/live chat/telephone.



## IDrive as 'software as a service'

IDrive is available as a downloadable desktop client utility. It is also supported on most Windows variants (Windows 2012 server, 2008 server, 2003 server (Service Pack 2) and also on the Mac operating platform (MacOS Sierra, Mac OS X 10.9 Mavericks or greater). For further details on IDrive's compatibility with your operating platform or that used within your organization, visit:

<https://www.idrive.com/online-backup-download>

## IDrive's commitment to enhance user experience

Every feature of IDrive has been considered keeping in mind the view that IDrive backups should be simple and a 'no-brainer'.

- Backups, once scheduled, commence automatically and you can monitor the status of backups closely.
- The backup and sync has full and accurate progress reporting.
- You are notified upon successful completion of operations.

## Contact IDrive

### **IDrive Inc.**

26115, Mureau Road,  
Suite A, Calabasas,  
CA 91302.

[www.idrive.com](http://www.idrive.com)  
[support@idrive.com](mailto:support@idrive.com)

## Support

Within USA

**1-855-815-8706**

Outside USA

**1-818-485-4333**

Monday to Friday

6:00 AM to 6:00 PM PST

### **Department Extensions**

Dial **1** for Support

Dial **2** for Sales

Dial **3** for Billing

Dial **4** for Partners

## IDrive online backup - In a nutshell...

- Easy **subscription plans** for business users.
- The scheduled and automated backups, and instantaneous file syncing, coupled with the web interface ensure data availability at all times.
- Works on multiple variants of the Windows operating system and on the Mac.
- 24/7 free **technical support**, via chat, email or over the phone.
- Unlimited scalability
- Superior industry grade 256-bit AES data encryption, world class data centers and third party network infrastructure audits.