



TCG America Online Vault

Automatic Online Backup Service





TCG America Online Vault Data Protection Services

The TCG Online Vault is a comprehensive data protection system. TCG Online Vault offers an easy-to-use and reliable backup solution to ensure that important business and personal data is protected and is readily available when needed. TCG Online Vault is completely customizable and can provide a tailored solution to fit your infrastructure need as well as your budget.

Low cost, best protection

TCG Online Vault offers a complete line of data protection services to your business at the best possible value currently available in the market. We provide multiple solutions that conform to your business needs instead of making your business conform to our solution.

Reliable and proven technology

TCG Online Vault software is being used by many different types of companies in the United States. It has been proven to work well throughout the years. Using TCG Online Vault gives you “peace of mind” because you are using one of the most reliable and popular data protection systems available in the market.

Easy to use, simple to maintain

On the client-side, functions are cleanly laid out and buttons are self-explanatory. Backup, restore and configuration can be done typically within a few clicks. On the server side, the web-based management console provides complete user administration, comprehensive online reports and email alerts for system administrators.

Multiple OS Support Options

We offer a wide range of support for multiple Operating Systems. This aids in the simplicity of Data Protection administration as well as provides your business with the ability to standardize on Disaster Protection policy.

All these translate to low Total Cost of Ownership (TCO).

Why choose TCG Online Vault?

The TCG Online Vault offers unmatched scalability, reliability and performance. It provides our customers with a remarkable level of data protection and redundancy, while providing your business with a high efficiency, low support service. With not one, but two data centers, we can offer a completely custom and tailored solution for any situation. Are you aware of our existing capabilities?

- **High Availability equipment**
- **Multiple unique bandwidth providers**
- **Over 1.5Gb of redundant throughput**
- **Electronic access control**
- **Video monitoring**
- **Inert Gas Fire Suppression**
- **Battery backup**
- **Diesel generator**
- **Recovery services**
- **Data to CD/DVD services**
- **Reasonable rates**

Is It Secure?

Our software transports data through a 128-bit SSL (Secure Socket Layer) communications channel, the same way financial institutions process credit cards securely over the Internet. We store that data in many encrypted formats (Advanced Encryption Standard) which is approved for use by the U.S. Government.



Secure data storage, multiple levels of protection

Data sets are encrypted and compressed before being uploaded and stored on TCG Online Vault. To further assure your data safety, TCG Online Vault's Replication Service can provide you the option of replicating your backup data to an additional TCG Online Vault Data Server located in another location. Additionally, the data synchronization is near to real-time. By having additional off-site copies, your business data can be protected from fires, natural disasters, terrorist attacks, and other catastrophes.

Specialized backup agents for popular applications

TCG Online Vault has specialized backup agents for a range of applications, namely, **Microsoft Exchange Mail Level agent**, **Microsoft Exchange Server agent**, **Microsoft SQL Server agent**, **Oracle Database agent**, **MySQL Database agent** and **Lotus Domino/Notes Server agent**. These agents allow data backups, at any time, without having to shut down your critical business database applications.

Flexible to scale

TCG Online Vault can scale and adapt seamlessly to the growth of your business and IT infrastructure. TCG Online Vault's support on network storage servers/devices such as NAS and SAN, allows your storage capacity to be upgraded without bounds. The addition of storage capacity and the number of client devices can be performed at any time, without interruption.

More reliable and faster backups

TCG Online Vault comes with a flexible backup scheduler. You can easily implement the desired backup policies. Additionally, TCG Online Vault can backup **open files** via Open File Managers or Microsoft VSS (Windows XP, Vista and Server 2003), i.e. your employees' **Microsoft Outlook** mailboxes can still be backed up while they are working with their emails. Furthermore, backup of larger files can be completed in much shorter time frame with TCG Online Vault's **In-File Delta** option, which minimizes data transfer by uploading only the modified data blocks.

Simple, smart restore from anywhere at any time

TCG Online Vault's web interface allows you to restore data backup files from anywhere at any time. TCG Online Vault provides flexible retention policy settings which allow you to restore snapshots of data sets to a particular point in time to recover a past version of a file due to whatever reasons.

Professional data monitoring and technical support

TCG Online Vault provides extensive and quality support on product related issues. Support requests are responded to, typically, within a couple of hours. Emergency services can be obtained at any time. TCG Online Vault has many data monitoring and recovery assistance options to choose from. This allows you to concentrate on your business and not worry about data loss.

Does your data storage meet regulations?

In recent years, the protection of stored confidential data has led to a variety of new regulations for medical and financial institutions, including HIPPA and Sarbanes-Oxley. Other industries are also facing new regulations about the handling of sensitive data ... how it is stored, accessed and retrieved. Attacks on secure information are growing at an alarming rate. TCG Online Vault can assist you in protecting your confidential data and meet regulation compliance.

How TCG Online Vault rescued three very different companies

Case #1

All Data Protection Services Aren't Created Equal



A multi-state motel chain and reservation service company was using a competitor's back-up service. Although they hadn't had any

problems, they were concerned that they had no way of knowing if their back-ups were successful. Due to the ever changing nature of motel reservations and for security this company required back-ups every two hours, yet they received no confirmations that their back-ups worked. The company decided to test **TCG Online Vault's** FREE Trial Offer. Then in June, at the start of the summer travel season, a server change corrupted all of their data including reservations. They immediately called their original back-up provider to recover their data, but the data retrieved was more than three months old. It was useless. Now in a panic, they remembered they were about 4 days into their trial of **TCG Online Vault**. Talk about an instant convert!



- ✓ **Automatic reports via email**
- ✓ **Data available, 24 x 7 x 365**
- ✓ **Web Access from any PC**
- ✓ **Customizable backup schedule**

Case #2



Back-Up Failures Aren't the Only Way to Lose Data

An investment company executive trying to update a file inadvertently wiped out the phone numbers of more than 10,000 accounts. Fortunately, the company was in its second week of their **TCG Online Vault's** FREE Trial Offer and the phone numbers were all retrieved. Think of the man-hours it would have taken to re-enter more than 10,000 phone numbers! A good back-up service can save precious time and money. It can pay for itself.

Case #3



The Case of the Swiped Server

Imagine arriving at your office Monday morning to discover thieves had broken in and swiped your equipment. That happened to a local ad agency. It could have been a disaster. But this agency, a long-time customer of **TCG Online Vault**, was back in business in just 2 days with new equipment and all of their client files restored.





System Capabilities and Requirements

Highlights (TCG Online Vault Server)	Client Software Requirements (TCG Online Vault Manager)
<ul style="list-style-type: none"> ✓ Fully automated ✓ Easy to use and maintain ✓ No hardware/software to purchase ✓ FREE Software updates ✓ Secure off-site data storage ✓ Data available, 24 x 7 x 365 ✓ Access from any web browser ✓ Customizable backup schedule ✓ Automatic reports via email ✓ Detailed job status ✓ All data is CRC validated 	<p>Operating System: Windows 95/98/ME/NT/2000/XP/2003/Vista, Linux Kernel 2.2 or above (e.g. Redhat Linux 6.x or above), Solaris 2.x or above, Mac OS X, Netware 5.1 or above, and all other platforms supporting Java2 Runtime 1.3.1 or above.</p> <p>Memory: 128MB (minimum), 256MB (recommended)</p> <p>Disk Space: 100MB</p> <p>Network Protocol: TCP/IP (HTTP/HTTPS)</p>

Contacting TCG America, LLC.

You may reach us by any of the following methods.

Mailing Address

Technology Consulting Group America
230 Lexington Green Circle
Suite 116
Lexington KY 40503

Office Address

Technology Consulting Group America
230 Lexington Green Circle
Suite 116
Lexington KY 40503

Phone: 859.272.0080

Fax: 859.272.0080

Email: info@tcgamerica.com

Website: <http://www.tcgamerica.com/OnlineBackup.html>