

# RestoreIT<sup>®</sup> xSP

Customer computer problems have a way of quickly becoming an ISP's problem. The business professional whose computer will not boot, the student whose OS gets infected by a virus while he's downloading freeware, the grandmother who inadvertently deletes a digital photo album of the family... When there's no other help available, all these subscribers may be calling *your* ISP for technical support, even though their data disasters have *nothing to do with your service*.

## KEEP CUSTOMERS HAPPY, FREE UP TECH SUPPORT

So how can you dramatically reduce the number of data-related subscriber calls, allowing Tech Support to deal with issues more relevant to your business, while keeping customers happy with and loyal to the experience your ISP provides?

One way is to offer an easy-to-use yet powerful Personal Disaster Recovery™ service called RestoreIT xSP, which automatically backs up all files on a subscriber's hard drive to a protected partition and records all saved changes to them. In case of a virus or spyware attack, human error, or even a complete operating system failure, any subscriber equipped with RestoreIT xSP can recover a personal file or restore an entire system to working order in as few as two mouse clicks—even while offline and when Windows® will not boot.

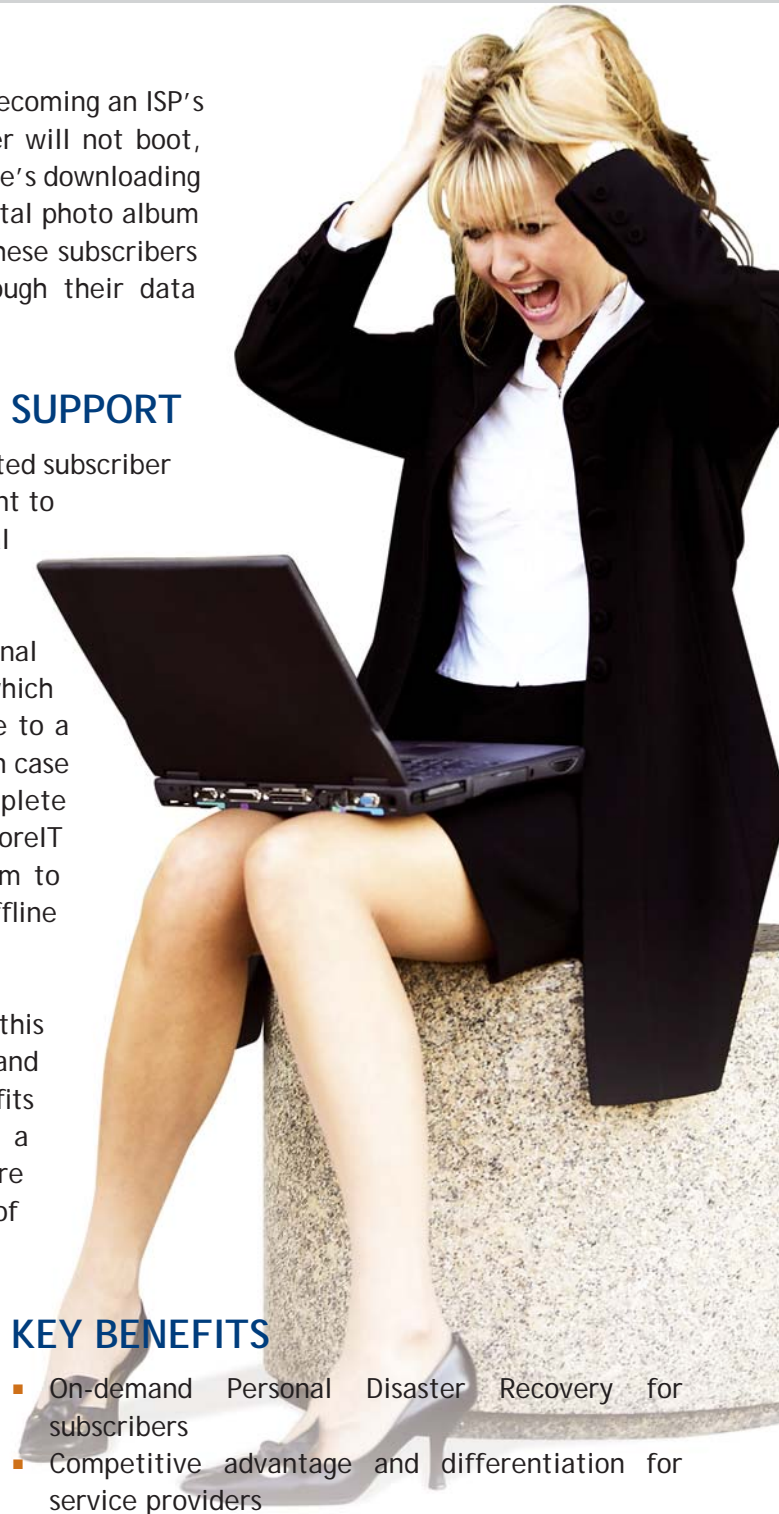
Over 23 million subscribers worldwide now have access to this powerful service, which enables them to recover quickly and easily from their own data disasters. ISPs are realizing benefits as well, since RestoreIT xSP subscriptions represent a significant new revenue stream, and tech support workers are free to devote more time and energy to the core business of the ISPs: getting and keeping customers online.

## KEY FEATURES

- Complete (static) backup
- Automatic incremental backup
- Multiple recoverable backup points
- File-level recovery
- Complete system recovery in pre-Windows mode
- Password protection
- Backup and restore scheduler
- Ability to create a bootable CD or back up automatically to a network or external device

## KEY BENEFITS

- On-demand Personal Disaster Recovery for subscribers
- Competitive advantage and differentiation for service providers
- Increased subscriber loyalty
- 100% integration with your existing licensing and billing system
- Additional revenue stream
- Measurable reduction in tech support costs



# RestoreIT® xSP

## FREQUENTLY ASKED QUESTIONS

**Q.** RestoreIT xSP sounds like another online backup service. What makes it different?

**A.** RestoreIT xSP doesn't upload customer data to remote servers. Instead, all files are backed up automatically on a protected partition of the customer's own hard drive, where they can be restored any time—even without an Internet connection. By allowing the customer to back up files to a USB device or bootable CD as well, RestoreIT xSP guards against data loss due to hard drive failure.

**Q.** Windows has a built-in system restore. Why would a customer buy software that does *the same thing*?

**A.** Microsoft's system restore recovers operating system and application files. But it doesn't back up personal files like tax returns, wedding photos, and business reports. Not only does RestoreIT xSP back up all files on a hard drive and record all saved changes to personal files, it will run even when Windows cannot boot, giving customers the ability to return their systems to normal with a couple of mouse clicks.

**Q.** Is RestoreIT xSP meant to replace anti-virus protection?

**A.** RestoreIT xSP complements anti-virus software as part of a protection suite. Even the best anti-virus protection can't stop all malware intrusions. RestoreIT xSP offers a level of "undo" for all non-hardware related computer disasters, including the damage caused by virus attacks. When RestoreIT xSP restores a system to a known safe point, it effectively removes all malware.

**Q.** How, if at all, does RestoreIT xSP authenticate customer subscriptions?

**A.** Only paying subscribers may use RestoreIT xSP's recovery features. A web-based authentication query of your user database authorizes a customer to restore data.

**Q.** What is the customer base of RestoreIT xSP?

**A.** Current partnerships make this service available to over 23 million subscribers worldwide.

## SYSTEM REQUIREMENTS

- CPU: Intel Pentium 133 or higher
- RAM: 256MB or more
- Hard Drive: 400MB free space for the software and partition
- Operating Systems: Windows 2000 and XP platforms
- RAID Support: RAID 0/1

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