



Authorised Reseller

JIGSAW24

Discover Backup24



This document outlines considerations for Backup24 offered by Jigsaw24.

As part of the onboarding process, Jigsaw24 Backup24 system managers will need to understand specifics around the client's infrastructure, network and data, as described in the questionnaire contained at the back of this discovery document.

Jigsaw24 will not offer Backup24 if we do not feel it will provide any value or benefit to our clients.



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Overview: What is Backup24?

Backup24 is a hosted backup solution for businesses that need a secure, offsite protection for their intellectual property and digital media assets. It is suitable for businesses that have over 1TB of data (no upper data limit).

Backup24 is a scalable solution and the amount of data to be backed up can be increased or reduced quickly, without any additional costs. Once onboard, Jigsaw24 will manage everything.



A solution for everyone

We understand that our customers have a wide variety of data set sizes, connection speeds and data turnover (rate of change of data), therefore Backup24 can be adapted to suit specific requirements. The following are guidelines based on data set sizes but can be adjusted to suit workflow and budgetary needs.

Small solution	Medium solution	Large solution
1TB or less	2TB – 11TB	12TB+
Sales: Order	Sales: System managers	Sales: Pre-sales
Client reviews <i>Discover Backup24</i> questions	Client reviews <i>Discover Backup24</i> questions	Client reviews <i>Discover Backup24</i> questions
Backup24 quotation	Telephone call with systems manager	Onsite meeting with pre-sales to discuss requirements and network
Telephone call with systems manager	Backup24 quotation	Backup24 quotation
Remote setup	Onsite setup	Onsite setup

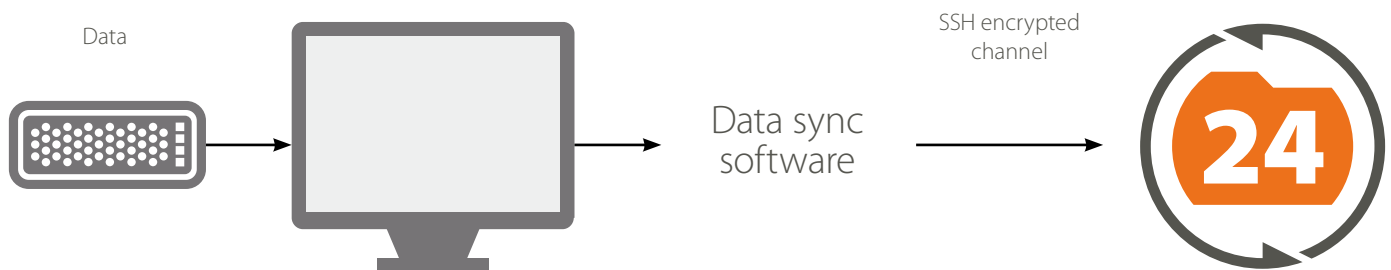
Pricing (ex VAT)	
Backup24	£40 per TB/month
Remote setup	£250
Onsite setup	£850



Requirements for 1TB or less

Clients with small data sets will not require a site visit or local data seed. A remote setup is usually sufficient (by a Jigsaw24 Backup24 systems manager) and all data would then be pulled over the air to Backup24 by installing a data sync solution, such as Syncovey, at the customer's site – Jigsaw24 can assist with this. A quick chat with our Backup24 systems managers at order stage will be required to go through the *Discover Backup24* questionnaire.

Backup24 setup for small dataset ingest and ongoing:

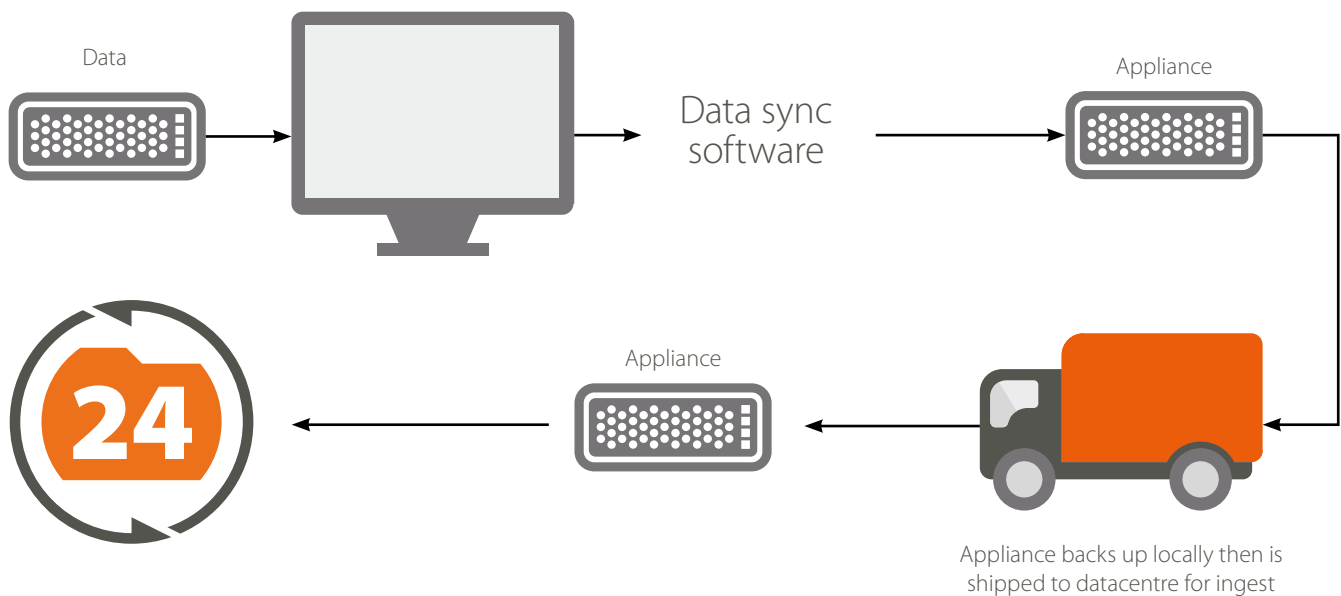




Requirements for 2TB – 11TB

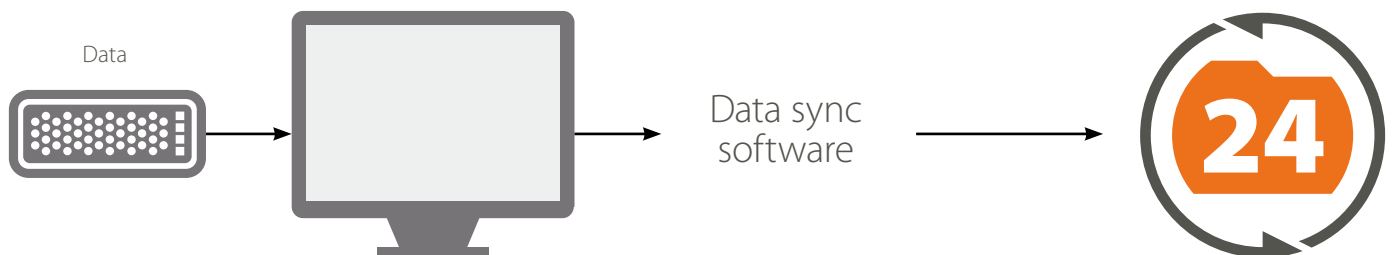
Some data sets of this size are too large to pull over the air in their entirety within a reasonable timeframe. Therefore, we will need to arrange for one of our engineers to visit the customer's site with a Jigsaw24 appliance, so we can take a local copy of the data. Once complete, the appliance will then be shipped to the datacentre and then ingested into the hosted backup. This should not delay the uptake of Backup24.

Backup24 setup for medium dataset ingest:



Data sync software will then be configured on the customer's site to sync any changes since the initial seed and to manage the scheduled daily backups.

Backup24 setup for medium dataset ongoing:



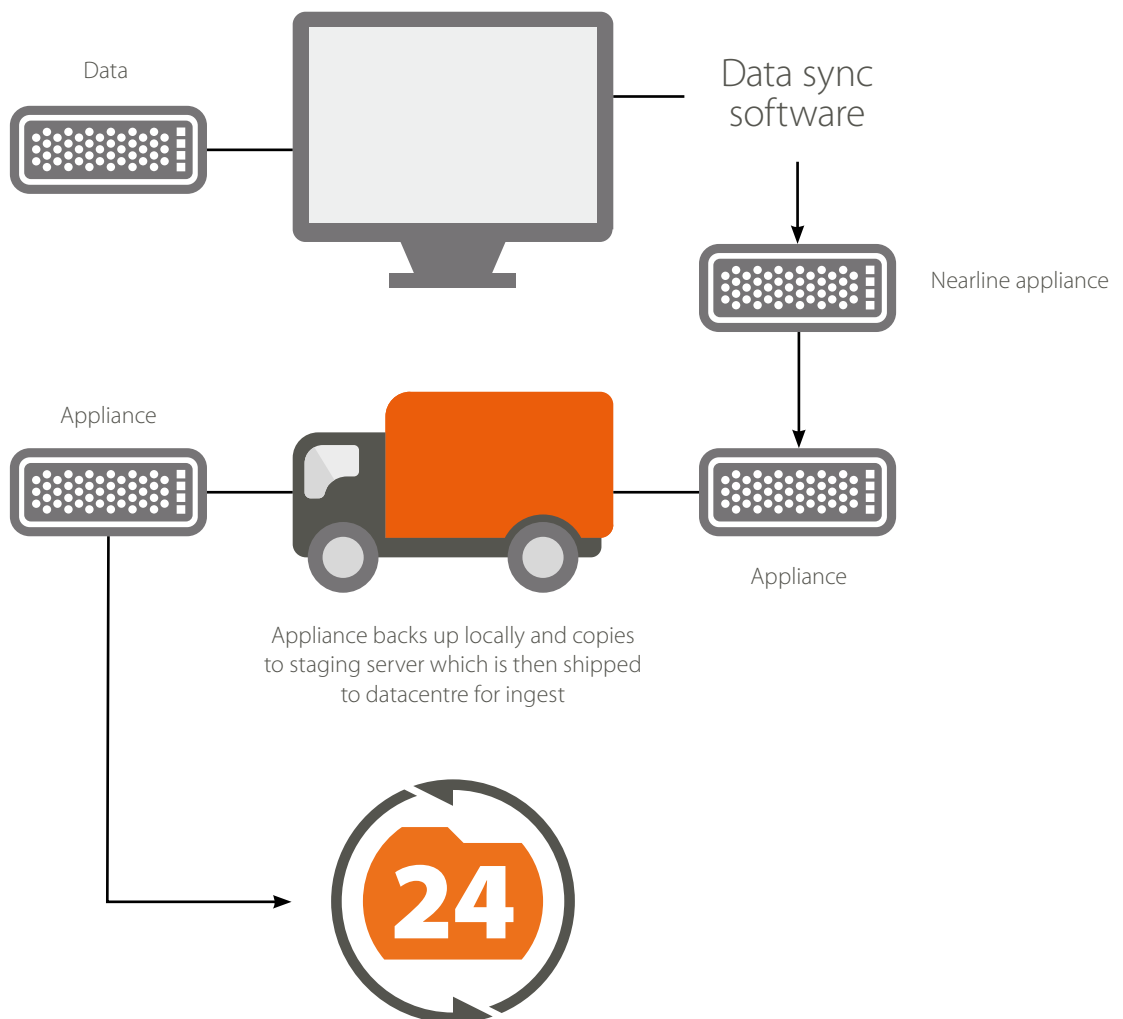


Requirements for 12TB+

Customers with large data sets of 12TB and above would be assessed on a case-by-case basis by one of technical pre-sales, and a suitable solution would be recommended based on their requirements, site architecture and connection speed.

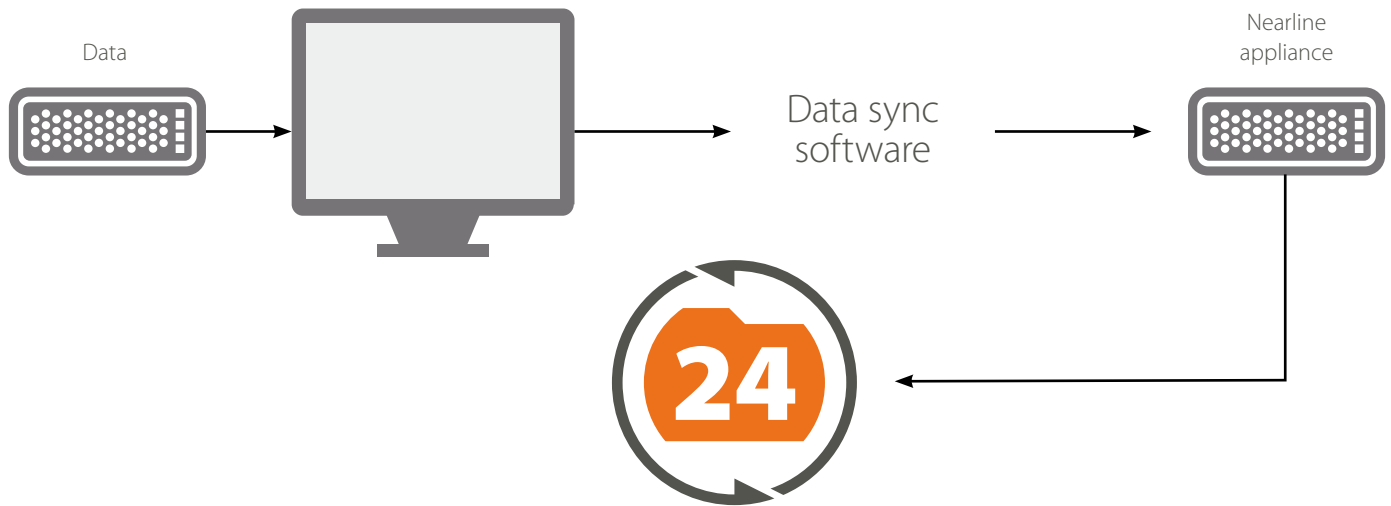
Typically, we would recommend that an appliance be permanently installed onsite as a nearline backup and this would then push out data to the hosted backup using ZFS Send. This appliance could be purchased outright by the customer (Jigsaw24 can quote/provide this) or we can provide rental of this as part of the Backup24 service. However, clients may already have a suitable appliance available – all of this would be considered as part of the (free) pre-sales assessment.

Backup24 setup for large dataset ingest:





Backup24 setup for large dataset ongoing:



Ongoing considerations to note

After the initial setup has been completed, the customer data will inevitably change on a day-to-day basis. It is these changes to the data (not the entire data set itself) that will be synchronised to the hosted backup service. As such, the customer's internet connection speed will need to be fast enough to be able to transmit this amount of data during the schedule window.

Clients also have the option of retaining and accessing historical versions of their data using snapshots, which record only the changes made to the data. These snapshots are very space efficient but will still consume a portion of the customer's storage space, and their size is defined by both the rate of change of the data as well as the snapshot retention defined by the customer's requirements.

Please be advised: this will consume part of the provisioned storage space so will need consideration when initially assessing storage needs.

Often as a company grows, so too does its data storage requirements. While a 3TB hosted backup solution may be a perfect fit for the first few months, this may need to be increased in line with the customer's data requirements. Backup24 is scalable and therefore can be increased/decreased within reasonable timeframes.



Discover questions

To be completed before ordering

1. Size

How large is the current data set that requires hosted backup?

2. Platform

How is the data stored? Windows SMB share, etc. How many machines does this reside on?

3. Nature of the data

What type of files? Large HD video files or lots of smaller files?

4. Data turnover rate (workflow)

How often does this data change on a day-to-day basis? These changes comprise what is synchronised to Jigsaw24 servers. This informs not only the bandwidth needed to run the jobs successfully but also what proportion of the data set would be set aside for historic snapshots (if required).

5. Data growth rate

Will the client's data requirements grow over time? If so, how quickly? Ideally additional storage would be sold/provisioned for customers ahead of their allowance being breached.

6. Retention period

How long would the client like historic snapshots of the data to be required to be kept for? This will allow the customer access to older versions of their data but would also consume a portion of the storage space to store the snapshots.

7. Bandwidth

What is the speed (up and down) of the customer's internet connection? It is essential that the customer has a connection speed quick enough to be able to sync over the data changes.

8. Security (is encryption required?)

The data is always encrypted in transit to protect from any interception/interference between sites.

While the data can also be encrypted at rest (on the hosted backup), there are certain caveats that should be considered. The customer would hold the encryption key and Syncovery would encapsulate the data in an encrypted archive file to ensure the security of the data before it leaves the customer's site. While Jigsaw24 can confirm that backup jobs are running, it is not possible to confirm success or failure of backup jobs as Jigsaw24 (and Syncovery) can't actually access the data.

9. Email alerts

Does the customer require email alerts to monitor the backup jobs? Backup alerts will be sent to Jigsaw24 systems management staff in order to properly monitor and manage the jobs. The client can nominate their own staff to receive these alerts too.