



Compare the features of Dr. Backup to those of other remote backup service providers. You'll quickly see why our service is the best value for your business.

| <i>Feature</i> | <i>Benefit</i> |
|--|--|
| Backup Software | |
| Support for Windows 95, 98, ME, NT4, 2000, 2003 & XP | Modest software footprint enables backup of legacy Windows PC's that you have chosen not to upgrade. |
| Unattended operation | Built-in scheduler permits unattended operation using most dialup or broadband Internet connections. |
| Strong encryption | Military-grade encryption with private encryption key you create. Your data is always secure. |
| Supports network drives | Remote mount and backup any device visible as a Windows shared drive including UNIX "samba" volumes. No additional licenses required. |
| Email notifications | You receive an Email message each time your backup runs. Provides a complete list of all files backed up and alerts you to any problems. |
| Wildcard file specification | Auto-select feature scans your hard drive and marks for backup any file types you pick. Use to find that hidden "*.doc" file you forgot to select. |
| Version control system | Maintains <u>complete</u> copies of your files enabling "roll-back" to any date for which you have a backup – feature not possible with some forms of "patch" or "delta-block" backup schemes. |
| Support for St. Bernard's Open File Manager | Supports third-party plug-in to enable you to backup live database files which are "exclusive-write" opened at time of backup. |
| Service Packages | |
| Pre-packaged value plans | Several popular backup package plans that can be further tailored to meet the requirements of your business. |
| 30-day no risk trial | Our "try-before-you-buy" program requires no pre-payment or credit card. |
| Unlimited backup and restore | No restriction on the frequency of your backups or how many "save-sets" you can maintain on the service. |
| Multiple usernames per administrative account | Each PC or server receives its own username and password. A single invoice is generated for each account -- no matter how many users. |
| Disk storage "pooling" | Disk storage included in backup package is shared among all usernames on the account. No pre-specified allotment of quota per PC is required. |
| Online customer support center | Check disk storage usage, create support requests and download new software versions from your personalized customer support center. |
| Free software upgrades | New features and bug fixes are made available to you for download at no additional cost. |
| Free Remote control software | "Virtual" hands-on customer support to help quickly solve your toughest backup problems. |
| Offsite Storage Center | |
| Professionally managed data center | Service availability regularly exceeds 99.5% in our secure storage server hosting facility. |
| Raid-5 storage array | Offsite storage vault uses fault-tolerant disk array technology with hot standby backup drives. |
| Techs on call | Hardware maintenance available via on-call techs 24 x 7. Downtime minimized. |
| Offsite backup | Our customer backups are themselves backed up offsite. |
| Account Management | |
| Fast account activation | Your account is usually setup on our server within minutes of your order. |
| No annual contracts required | Service packages run for 30 days and auto-renew. Add or delete usernames as your business requires. |
| 10% no-charge disk space overdraft | All accounts can exceed their usage quotas by up to 10% without incurring additional usage charges. |
| Pre-pay discount available | Prepay your service fee annually and receive a 10% discount off of the monthly list price. |
| Credit Card Billing | MasterCard, VISA, Discover and American Express credit cards accepted. Purchase orders and invoicing available for larger accounts. |