

## Welcome to ABS

Whether your Client's are seeking a complete business continuity solution, desire to supplement their current data backup solution or want to align their processes for regulatory compliance mandates, ABS can help. Our proven data protection platform and strict standards of excellence will deliver tangible benefits.

### The ABS Advantage

Advanced, fully managed solutions for Enterprise-class data protection & disaster recovery. Focus on your core business, our team of IT professionals and technology infrastructure take ownership for your client's business continuity operations. Technicians manage backup operations, monitor the system environment and restore data or applications/systems, without client or IT involvement.



Or leverage our partner-managed ABS Reseller program - Access wholesale rates and advanced technology platform for complete data protection. Set your own Client pricing to maximize profits.

Our enterprise solutions provide organizations with true business continuity. ABS Enterprise® leverages both local & off-site data storage, bare metal backup & hardware independent recovery for servers/workstations, system monitoring/diagnostics, plus local & off-site virtual recovery hosting. Achieve complete server and workstation recovery within 1 hour.

### Proven Platforms & Processes

The ABS infrastructure is based on best-in-class IT processes for data protection & disaster recovery. All data is replicated to geographically diverse datacenters and supported by industry-leading hardware. Redundant fail-safe systems protect the data across the entire backup and recovery process.



Each DataVault features a minimum 4-Way CPU configuration, redundant hot swap power supplies and cooling fans, error correcting code memory and high speed disk arrays featuring proprietary RAID-6 technology for maximum uptime and performance.

Real time monitoring ensures each DataVault is running reliably and efficiently.

### Immediate Value Delivery

Solutions are engineered for immediate value, while maintaining long term business continuity. ABS solutions provide traditional backup/recovery, but go further with complete system protection, plus on-site & off-site system virtualization.

- **Complete server recovery** within 1 hour: user data, OS, applications, databases and configuration
- **Drastically reduced downtimes** from regular IT challenges: equipment failure, viruses, security breaches, human error
- **Automated processes.** 8x faster restore time vs. tape backup
- **Virtualization technology** for reliable, cost-efficient disaster recovery

## ABS Channel Partner Programs

Provide your clients with a diverse portfolio of managed solutions for data protection and disaster recovery. Designed for IT industry professionals, partner programs are flexible with options for ABS-managed or partner-managed solutions.

To assist in client discussions, we provide a comprehensive set of materials including: data protection and business continuity consulting guides, solution demonstrations, customer case studies and industry materials to assist you in proving the value case for complete business continuity.

### ABS AFFILIATE - BRANDED

Affiliates get access to branded data protection/disaster recovery platforms - ABS Enterprise® & ABS Managed Backup®. Both solutions are fully managed by ABS.



Affiliates are paid a quarterly commission based on a percentage of the gross monthly storage revenue for each referred client, cumulative across all clients serviced for the term of the contract.

ABS Technicians manage client backup/recovery operations and coordinate issue resolution with the Affiliate (IT Partner) and/or Client. ABS also handles account administration and billing.

IT partners who manage the Clients IT services earn higher commission rates, due to their regular involvement with ABS/Client in managing operations. All client pricing must be quoted according to the ABS Retail Price List.

### ABS RESELLER – NON BRANDED

Resellers get access to ABS wholesale pricing and white label utilization of ABS Enterprise® & ABS Managed Backup®. Both are partner-managed solutions. Resellers are billed directly for the cumulative storage used by its Client's. Resellers can establish Client pricing independent of ABS.



ABS provides initial solution training for Reseller and 2nd level support. Resellers are 100% accountable for Client management and billing. ABS Resellers must maintain a minimum of 1TB of storage. A \$99/mo program access fee is applicable until the 1TB level is reached.

Under ABS Enterprise, the Reseller is accountable for conducting all Client data recovery and computer virtualizations as needed. ABS provides a simple interface for recovery operations management. ABS conducts regular monitoring of all ABS Enterprise installations to ensure proper backup executions. Resellers may apply their company logo to the ABS Appliance for marketing purposes.

Under ABS Managed Backup, Resellers are 100% accountable for backup/recovery operations management and Client issue resolution.

**Become an ABS channel partner today.**

Go to [www.ABSbackup.com/partners/become.html](http://www.ABSbackup.com/partners/become.html) to signup

## Solutions Overview

Empowering organizations with complete business continuity, without capital expenditure. ABS solutions deliver on enterprise requirements for data protection and disaster recovery. ABS Enterprise® & ABS Managed Backup® are diverse platforms, allowing partners to deploy a variety of backup/recovery strategies across their Client-base.

### ABS ENTERPRISE®

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Complete system & data protection. Providing enterprise-class data protection and disaster recovery for Windows servers and workstations across your Clients organization.

The solution foundation is based on core managed services:

- Local disk-to-disk backup with off-site storage integration
- Bare metal backup & hardware independent recovery
- Server virtualization & disaster recovery hosting
- Monitoring and diagnostics for proper backup and recovery executions



The solution secures traditional data types: files, folders and databases such as Exchange or SQL. Advanced policies go further to ensure complete system coverage including user data, OS, applications, databases and configuration.

If a protected computer fails, the backup image can be recovered via ABS Appliance or accessed in a virtual environment locally or hosted at our primary datacenter. Backup images can be restored to and from physical systems and virtual environments - P2V, V2P and V2V.

Configuration and solution delivery are customer-specific as data protection and disaster recovery requirements vary.

### ABS MANAGED BACKUP®

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Fast, reliable off-site data protection. ABS offers an online data backup and recovery platform for file and folder protection. ABS Managed Backup provides off-site data protection for servers, desktops and laptops.

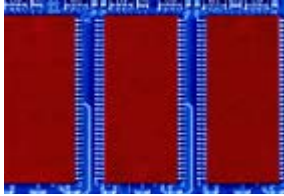
Enabling companies to establish base level business continuity:



- Provides reliable backups and rapid data recovery
- Automatically moves data off-site to secure redundant facilities
- Archives data with long-term history that you/your Client defines
- Removes the costs, hassles and human error associated with tape backup

## Company Overview

Advanced Backup Solutions (ABS) is a leading provider of data protection and disaster recovery managed services to organizations serious about business continuity.



Founded in 2004, ABS has efficiently grown to service a diverse portfolio of clients across a multitude of industries: including food & beverage manufacturing, financial products and accounting firms, legal and insurance entities, health care practices, public education and enterprise software organizations.

Our mission is to provide clients with leading edge, enterprise-class managed solutions to enable true business continuity. Core values are based on delivering superior customer value and service through exemplifying strong integrity, ethics and character, continuously striving for efficiencies and improved business value, while delivering on our client commitments and business continuity requirements.



Corporate offices are located at the Cummings Center Office Park in Beverly, Massachusetts. The ABS datacenters are located in Massachusetts and California.

## Data Storage Facilities

ABS's Carrier-Grade facilities provide the environment essential for the protection and security of your data. Redundant fail-safe systems protect your data across the entire backup and recovery process.

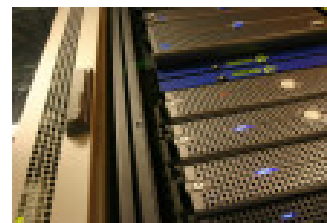
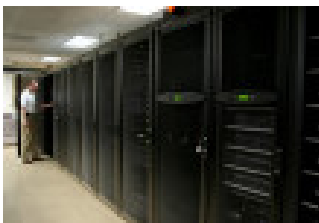
Facilities feature state-of the-art smoke detection, fire suppression, climate control and security surveillance systems plus redundant power, telecommunications and climate resources.

Each DataVault features a minimum 4-Way CPU configuration, redundant hot swap power supplies and cooling fans, error correcting code memory, and high speed disk arrays featuring proprietary RAID-6 technology for maximum uptime and performance. Real time monitoring ensures each DataVault is running reliably and efficiently.

### Off-site Data Storage - Technical Features

- Facilities connected via Redundant Fiber Connectivity
- Multi-homed Gigabit Backbone
- Cisco / Sonicwall Firewalls
- Dell / HP / Supermicro Servers
- Cisco / Extreme Switches

Below are illustrations of hardware used to secure your data at our Massachusetts facility.



## General Rules & Expectations

At ABS, we challenge ourselves everyday to be honest, upfront and to do the right thing for the Client while working with you as a Partner. Below are some high level processes that will enable our Partnership to operate with efficiency for both parties.

We also ask that you review the more detailed Partnership Agreement document and signoff.

- The Partner Agreement will be automatically renewed by ABS on an annual basis, unless either party submits a notice of non-renewal.
- The IT Partner is responsible for ensuring the Client's computers meet all System Requirements as outlined by ABS prior to the installation.
- The IT Partner will complete and signoff on the Client Configuration Guide identifying the high level scope and specific detail of the data backup operation at each Client serviced.
- The IT Partner will work with the Client to get approval for installation of the Remote Access Software on all computers provisioned for the ABS data protection service. ABS will utilize the Remote Access tool to manage backup/recovery operations (under ABS Affiliate program) and manage 2<sup>nd</sup> level troubleshooting (under ABS Reseller program).
- The IT Partner and ABS will agree upon and implement a formal communication process (involving ABS, IT Partner and/or Client) to efficiently address and resolve any issues that may arise related to backup operations.
- (ABS Affiliate only) Commissions are paid quarterly for the life of the contract assuming the partner maintains a favorable and ongoing relationship with the Client and acts in the best interests of ABS. Commission payments are reviewable and can be withheld by ABS if the Partner has Client accounts greater than 90 days past due.
- (ABS Enterprise only) The IT Partner is responsible for maintenance/storage of each ABS Appliance at client location(s) in accordance with ABS Best Practices. ABS Resellers may apply their company logo to ABS Appliance for marketing purposes.