

What is our online backup service?

K3's online backup makes copies of data and business applications securely via the internet. We store data in our robust cloud and make sure your data is quickly recoverable should you experience data corruption or data loss.

Backups are encrypted and stored remotely in secure UK datacenters, whilst we utilise specialist software to analyse files marked for backup which reduces bandwidth, storage and costs.

Choose from online backup which remotely replicates to the cloud or optional speed vault which backs up copies of applications, data and files to your local network.

What are the benefits?

- Reliable and quick recovery, ensuring that you resume trading without delay and reduce the scope of financial loss
- Backups performed regularly to a UK datacentre with full encryption, meaning that you'll never lose the digital assets that form the backbone of your business
- We can recover your data and applications to a specific point in time or since a manual backup was last performed, giving you greater control over your data
- Our servers are protected by robust cybersecurity and are exceptionally resilient, so you can trust you're in safe hands

How much does it cost?

Prices vary depending on the contract cover option you choose. All options are available as fixed monthly payment plans with no upfront costs.

Please call us on **0844 579 0800** to discuss your specific requirements.

SERVICE OPTIONS	LEVEL 1	LEVEL 2	LEVEL 3	LEVEL 4
Software Only	✓	✓	✓	✓
Supported by K3		✓	✓	✓
Assisted Recovery			✓	✓
Escalation to Site				✓
Support Cover Options	Mon – Fri 08:00 – 18:00	Mon – Fri 08:00 – 18:00 or 24/5 or 24/7		

Product Features

Installation / Setup / Configuration:- POE

- **Level 1** – Supply of software only, management provided by customer, product supported by K3 Cloud, Hosted and Managed Services. Mon – Fri 08:00 – 18:00
- **Level 2** – Solution managed and monitored by K3 Cloud, Hosted and Managed Services, cover period Mon – Fri 08:00 – 18:00
- **Level 3** – Solution managed and monitored by K3 Cloud, Hosted and Managed Services, assisted data recovery services included, cover period 24/5
- **Level 4** – Solution managed and monitored by K3 Cloud, Hosted and Managed Services, assisted data recovery services and escalation to onsite resource included if required, cover period 24/7

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