

IMPERIAL Online provides a complete, managed and secure ICT solution, for clients both big and small, uniquely designed to cater to your ever-evolving business requirements. IMPERIAL Online has a unique product and service offering, -combined with the necessary skills, -to offer our customers next generation business solutions. IMPERIAL Online is a division of IMPERIAL Logistics and serves the needs of a diverse and varied client base – both within the IMPERIAL group and externally.

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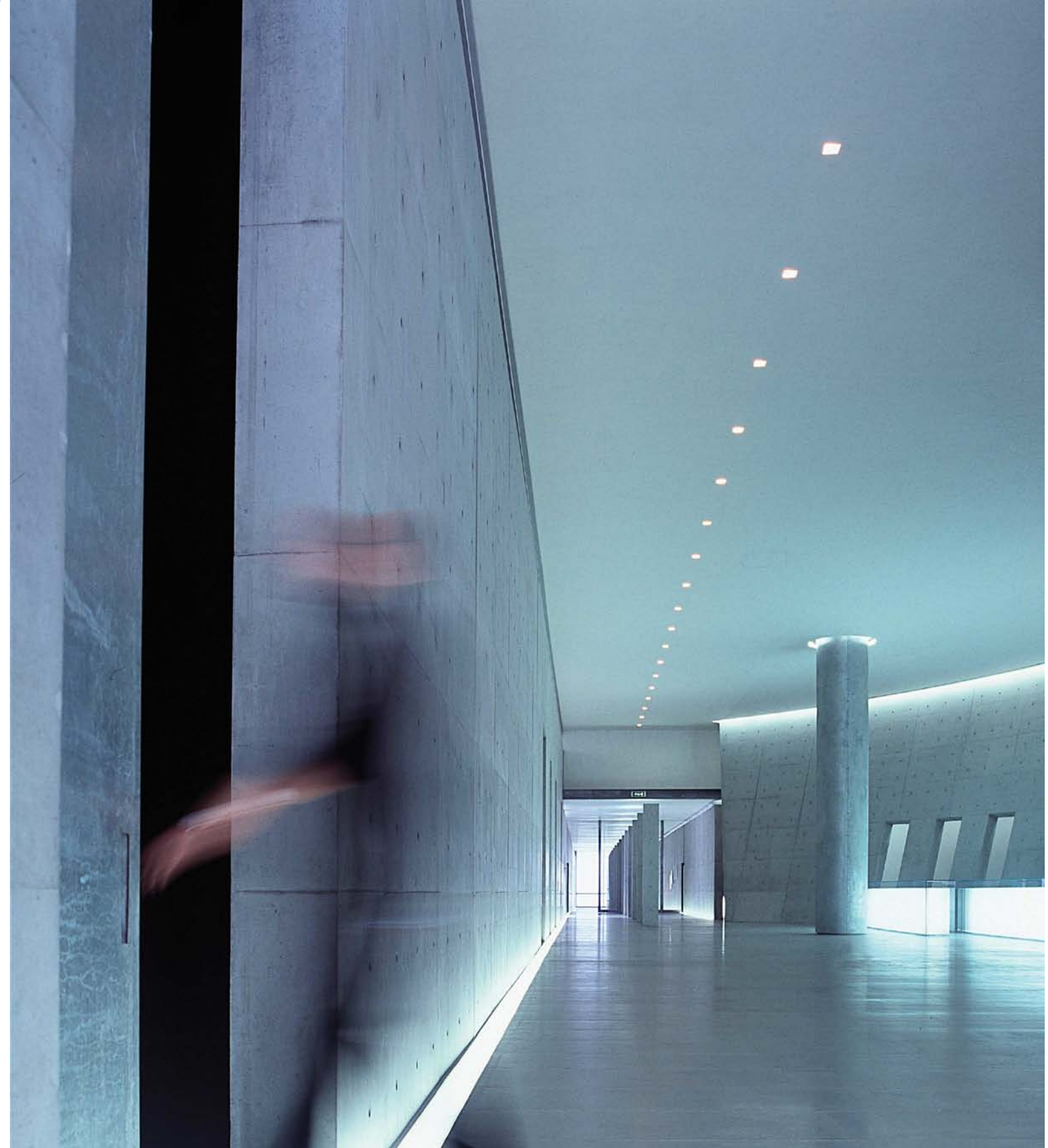
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Networking Infrastructure Solutions  
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**POWER - STORAGE**



**Backup Solution for Hosted Servers**

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## WHY BE CONCERNED ABOUT BACKUPS?

Companies are required by law to keep backups, depending on the nature of the data, between three to thirty years. There are more than twenty fiduciary requirements on the retention of records, with non-compliance resulting in legal liability. The Directors and IT managers may be held personally liable for failing to comply with these laws, the most compelling being the Companies Act. Non-compliance can lead to criminal fines as high as R10 million or up to ten years imprisonment for failure to retain records.

With the release of the KINGIII Report on corporate governance in 2010, IMPERIAL Online identified efficient and effective improvements in respect of the backup offering available and embarked upon a multi-million rand investment to establish a state of the art data storage solution, with 3rd party agreements to ensure high-security off-site storage facilities.

## WHAT IS DATA DOMAIN DEDUPLICATION?

EMC® Data Domain® deduplication storage systems dramatically reduce the amount of disk storage needed to retain and protect enterprise data by identifying redundant files and data as they are being stored. It provides a storage footprint that is, on average, 10 to 30 times smaller than the original dataset. Backup data is efficiently replicated and retrieved over existing networks for streamlined recovery and consolidated tape operations. IMPERIAL Online has established multiple domain deduplication with live replication to alternate redundant data centre environments. This ensures high-availability of data, which implies immediate recovery initiation, ensuring our customers are able to recover their data in the shortest possible time. The basic solution provides high-availability for the most recent data (preceding 5 weeks), with full redundancy as a result of replication. Monthly and early backup data is archived to physical tape for secure offsite storage at an undisclosed location.

## INCLUDED IN THE BASIC SOLUTION:

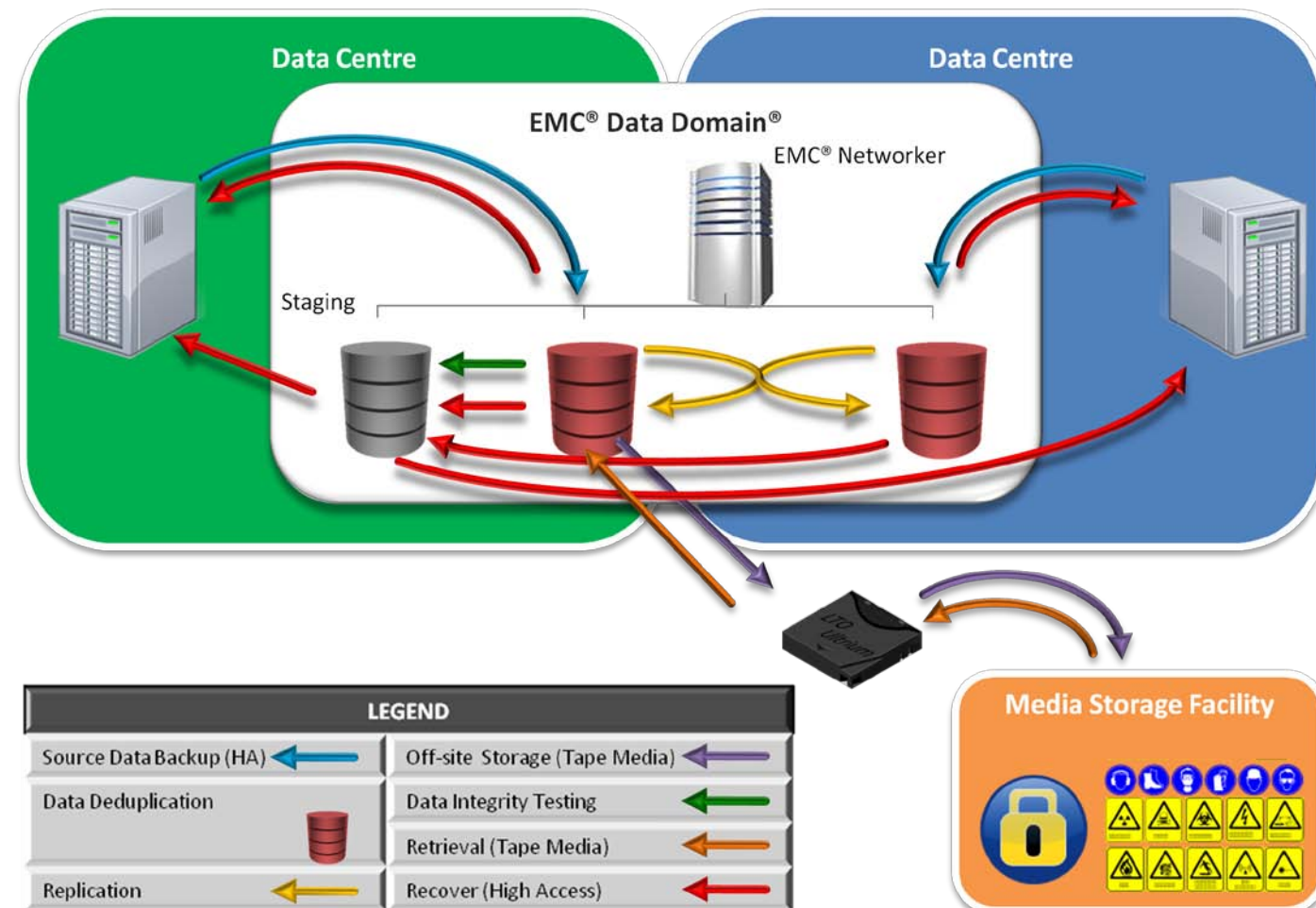
SERVICE CATEGORY	SERVICE TYPE	MEDIUM	RETENTION	COST
High-availability Data Domain	Daily Backup (5)	Virtual Tape	1 Week	Per Gig Retained*
	Weekly Backup (4)	Virtual Tape	1 Month	Per Gig Retained*
Off-site Media Storage Facility	Monthly Backup (10)	Physical Tape	1 Year	Included
	Yearly Backup (2)	Physical Tape	7 Year	Included
Data Restore	-	Any	-	Per Gig Restored plus Admin Fee

\* Plus applicable license fees (See included Technical Specification Sheet and Pricing Schedule)

## BACKUP SOLUTION SERVICE OFFERINGS:

The basic solution is provided in three service offerings: Essential, Standard and Comprehensive, with the latter two options including various value added benefits for additional peace of mind and prioritised support.

CATEGORY	TYPE	NOTES	ESSENTIAL	STANDARD	COMPREHENSIVE
Additional Full Yearly backup to physical tape	Free storage at IMPERIAL Online offsite storage facility (7 Year retention)	Per Gig charge plus cost of tape(s)	✗	✗	✓
	Handover to customer for storage	Per Gig charge plus cost of tape(s)	✓	✓	✓
Scheduled Integrity Tests	One integrity test per month	Per Gig charge	✗	✓	✗
	Two integrity tests per month	Per Gig charge	✗	✗	✓
Restore Priority	Initiation priority in event of multiple restore requests		Low	Medium	High
Surcharge	Surcharge for value added service offering options		✗	Yes*	Yes*
Changes	Workday timeframe within which changes will be executed		3 days	2 days	1 day



## EFFICIENCY AND EFFECTIVENESS

In essence, IMPERIAL Online's Backup Solution for Hosted Servers represents a new generation of data versioning and replication efficiency for our customers' enterprise data storage requirements on a single, integrated product platform to simplify data management for our customers. IMPERIAL Online delivers the performance, reliability and scalability to address the storage needs of our customers, by reducing capacity requirements for data retention. As data is deduplicated, Data Domain replication software moves only the unique new data segments across the Wide Area Network (WAN) for DR. Restoration of replicated data that has not been transferred to physical tape can be initiated in seconds or minutes, without needing to locate, transport or mount a tape – IMPERIAL Online's Backup Solution retains data for one month, prior to archiving to physical tape – ensuring high-availability for the most recent customer data. In addition, these systems offer advanced levels of continuous data verification designed to ensure that stored data is accurate and recoverable.

## SERVICE LEVEL AGREEMENT

In addressing the Corporate Governance Risk Management requirements, IMPERIAL Online offers a comprehensive Service Level Agreement with its Backup Solution for Hosted Servers. IMPERIAL Online's confidence in its Data Storage solution is such that the customer Service Level Agreement extends to include penalties for non-performance in respect of both backup and restore.

