

# IDEXX Data Backup and Recovery Services



## Why is online/cloud-based data backup and recovery important?

Data recovery is costly. A hard-drive recovery service can cost thousands of dollars yet still not recover all your data. Hidden costs include lost revenue, lost customers, and the expense of paying employees during downtime and for data re-entry. An on-site backup solution is a good first step, but this approach also has limitations and risks because the media must be managed and taken off-site, the devices and media can fail, and backup processes are subject to user error.

**Many practices are strengthening their backup strategy with online/cloud data backup and recovery services to ensure that their business is fully protected.** Using both an on-site and a cloud-based data backup strategy provides the best defense to protect your data and business assets. A cloud-based data backup is one

that is stored on multiple servers and accessed via the internet.

## How can IDEXX help you protect your data?

IDEXX Data Backup and Recovery Services is a secure, managed cloud-based backup service for IDEXX Cornerstone\* Practice Management Software customers.

While other commercial backup providers require you to install and configure backup software yourself and configure all the data to be backed up, IDEXX Data Backup and Recovery Services manages the entire process. You determine the time of backup and identify the data to be backed up, and we do the rest to ensure an error-free backup.

For an economical monthly and per-gigabyte storage fee, IDEXX protects your business data and delivers peace of mind.

## How does IDEXX Data Backup and Recovery Services compare to other business-class server-based backup services?

Service	Competitive data backup services	IDEXX Data Backup and Recovery Services	Benefit
<b>Support</b>	Many use chat exclusively, charge extra for phone support, and offer support only during business hours, with no option for after-hours service.	Free phone support is available 8:00 am–5:00 pm Monday through Friday. After-hours support is available for emergency situations.	IDEXX Data Backup and Recovery Services is available to recover your data in an emergency situation.
<b>Scale</b>	Additional charge for extra PCs.	No seat or usage limitation.	No additional charges based on the practice size.
<b>Monitoring</b>	May offer program alerts or weekly reports.	Provides integrated alerts within the Cornerstone software and proactive monitoring.	IDEXX monitors every backup and will proactively communicate with you when backups do not occur.
<b>Data verification</b>	Many do not verify the type of data being backed up or whether it's backed up successfully.	Verifies that the data is backed up successfully without data corruption.	IDEXX ensures that your practice is not backing up corrupted data.
<b>Data compression-based pricing</b>	Some use raw data to determine monthly usage.	Compresses and uses deduplication before determining monthly storage amount.	IDEXX keeps costs in line by calculating fees based on the minimum amount of data.
<b>Data retention</b>	Typically 30 days.	6 months.	Your data is stored 6 times longer to ensure longer access to data after loss events, including accidental data deletion.
<b>Bandwidth/speed restrictions</b>	Some restrict the upload and download speeds, leading to long backup and/or recovery times, or may offer increased speed at an incremental cost.	No upload or download speed restrictions.	Provides the maximum upload and download speeds, minimising backup and recovery times.
<b>Installation and configuration</b>	100% user responsibility to install, configure, and manage. In the event of a failure, the customer is responsible for restoring the system.	IDEXX installs, configures, and manages the service.	The backup is configured and optimised specifically for the Cornerstone software.
<b>Cornerstone compatibility</b>	Other backup services have not been tested to ensure compatibility with the Cornerstone software and may need additional configuration beyond the default settings to ensure successful backups.	IDEXX certified to ensure compatibility with the Cornerstone software.	IDEXX has a trained staff to test, implement, and maintain the system and to expedite remediation in the event of a system issue.

## Exclusive IDEXX support provides scalable options based on your needs

Features	No support	Software support only	System support	Sentry support
Data restoration for critical down situations available 24/7	✓	✓	✓	✓
Cornerstone* Practice Management Software set up after database restore is complete during regular support hours		✓	✓	✓
Hardware support during regular support, hours			✓	✓
Non-critical data restoration, software support and hardware support after regular support hours				✓

### Requirements for IDEXX Data Backup and Recovery Services

- The Cornerstone server and any relevant workstations must be connected to the internet using a high-speed business class internet service. Internet performance does affect upload and download speeds.

**IMPORTANT:** Services are not supported on cellular, satellite, or WiMAX\* internet services.

- For mobile computer backup, mobile computers must be synchronised with the server every day.

### Software installation

When you purchase IDEXX Data Backup and Recovery Services, you will be asked to schedule a date and time when a certified IDEXX technician can remotely install the software. The installation process typically takes less than 30 minutes and requires very little time from your staff.

After software installation, the technician will ask about the specific data you want to back up and will configure the software accordingly.

### Initial and future backups

The first backup will include a full copy of the selected data. Depending upon the amount of data and the internet speed, the initial backup may take multiple days to complete. The service pauses after 8 hours until the next scheduled backup to reduce disruption to your practice. Therefore, large data sets may require a few backup cycles to fully back up all of the data.

Future backups will begin by scanning all of the files to identify and back up only the new or changed data. This method ensures that subsequent backups require much less time to complete. The service encrypts the data when it is transferred to ensure the data is secure.

### Backup monitoring and retention

Data is backed up daily, based on the backup schedule configured during the installation. IDEXX monitors every backup to ensure the backup has completed successfully. IDEXX will email you if backups are missed. After five consecutive scheduled backups are missed, IDEXX will call you. IDEXX also verifies your Cornerstone database on a monthly basis and tests for data corruption.

IDEXX retains your last seven daily backups, the last five weekly backups, and the last six monthly backups to ensure you have access to previous data for loss events, including but not limited to accidental deletion of data or data corruption.

### Data restoration process

To restore your data after a disaster or failure, simply contact IDEXX Cornerstone Support via [aus-cornerstone@idexx.com](mailto:aus-cornerstone@idexx.com).