FAQ: Protect-IT Datto Technical Features

1. **Whitebox or vendor based hardware?**
   Vendor Based Hardware (Datto)

   a. *Customer or vendor managed?*
      Customer Managed

2. **Proprietary or 3rd Party OS?**
   Proprietary OS

   a. *Customer or vendor managed?*
      Vendor Managed

   b. *What is the update release schedule?*
      Updates are released frequently, most of which do not require any action by the customer

3. **Agent or agentless?**
   Agent based (ShadowSnap)

   a. *Is agent pricing by device or unlimited?*
      Unlimited

4. **Data backup format proprietary or VM friendly?**
   VM Friendly

   a. *Can backup be exported?*
      Can be exported as VHD, VMDK, Flat File System

5. **Backup Method (Full, Incremental, Differential, Block level, File level)?**
   Block level using Storagecraft Shadowprotect agent

   a. *Image or File based?*
      Image

   b. *Minimum Interval?*
      Fully customizable as often as 5 min. intervals

   c. *How quickly can failover be used?*
      Every recovery point is available for immediate virtualizaton

6. **Hypervisor used?**
   Local appliance uses customized Oracle Virtualbox HV

   a. *Conversion required to virtualize?*
      All backups are stored in VMDK format ready to be virtualized without conversion

7. **Backup while virtualized?**
   Backups continue on appliance and replicate offsite during local virtualization. Server being virtualized on the Datto appliance can also be backed up. This requires a new full base image of the VM.

8. **How does bare metal restore work?**
   Multiple BMR options (network based PXE boot and/or USB based bootable hard drive) USB BMR or ShadowProtect boot CD

   a. *Are drivers injected during restore?*
      Hardware Independent Recovery Process (w/option to slipstream during restore)

   b. *Driver database local or remote?*
      Remote driver database

9. **Windows restore method?**
   Multiple restore options

   a. *Individual File or Entire Machine?*
      VHD, VMDK export to HV. Similar/Disimilar BMR. Individual File Level Restore.

10. **Exchange restore method?**
    Multiple restore options

    a. *Individual Mailbox or Mailbox Store?*
       Message level recovery with fully licensed Kroll on Track software included. Option to restore full databases if desired.

11. **Off-Site Storage (Bi-coastal or Co-location)?**
    Two Bi-Coastal Data Centers

    a. *All data or choice of what to send?*
       Customizable Offsite sync schedules

    b. *Encryption type?*
       AES 256 encryption used while stored offsite as well as during offsite transmission

12. **Off-Site Virtualization?**
    Instant offsite virtualization included with all appliances

    a. *Fee for virtualizing off-site?*
       Data center virtualization, $300 per day. Device instant replacement in the event of a loss, included.

    b. *Customer or Vendor managed?*
       Vendor Assisted

13. **Customer Support Hours?**
    Opti-Vise Partner Support included 8-5 BH.

    a. *Emergency Support 24x7x365?*
       Opti-Vise emergency after hours support, $325 per incident