



# Datasheet

## IDrive online backup

### The trusted online backup and sync solution for businesses

A recent Forrester report suggested that businesses are not protecting their computers and remote offices sufficiently; and the traditional tape backup scenario is prone to a lot of catastrophes such as loss of tapes due to theft or just plain data loss. A Gartner study even pointed out that businesses with dozens or hundreds of remote servers frequently delegate remote backup responsibilities to non-IT professionals (a night clerk at a hotel, for example).

## What if this is not done right?

Of what use is a backup if it can't be retrieved in one piece when needed? What good is a local tape backup if it cannot help retrieve data during a crisis, especially in cases where even just a few seconds of downtime can be extremely detrimental for business?

These are a few of the aspects that IDrive addresses in its 'software as a service' strategy.

IDrive alleviates the challenges faced by many [small businesses](#) that fail to recognize the importance of data protection.

## Facts

- SMB's today are embracing online backup as an alternative to tape backups since tape backups have been known to fail during critical restores, are expensive to manage and are prone to theft.
- The worldwide public cloud services market is projected to grow 17.5 percent in 2019 to total \$214.3 billion, up from \$182.4 billion in 2018. *(Source: Gartner)*

### Proven scalability

IDrive manages petabytes of storage and can rapidly accommodate the ever-increasing needs of millions of users.

### Proven reliability

When users entrust their data to us, they know IDrive will back it up with minimal action required on their end. It's hassle-free so they can carry out their routine activities uninterrupted.

### Stringent data security procedures

IDrive's foremost philosophy has been simple, safe backups. We take your data security extremely seriously. With 256-bit AES encryption employed to transfer and store data in the data centers, your data is in safe hands.

Call us today at **1-855-815-8706** on business days

Technical Support: 6:00 AM to 11:30 PM PST • Billing and Sales: 6:00 AM to 6:00 PM PST



## Features tailor-made to suit your requirements

### Security

- **256-bit AES encryption** - Your data is encrypted using AES 256-bit encryption on transfer and storage.
- **Private key encryption** - IDrive allows you to encrypt your data backups using a self-defined private key.

### Performance/flexibility

- **Instantly sync files across all linked devices** - Modify files on any device and the updates are immediately available on all linked devices.
- **Snapshots** - Historical view of your data stored in IDrive allows you to perform point-in-time recovery. In case of a ransomware attack, you can restore your files by selecting a timeline before the infection.
- **Search and retrieve your backed up and synced files** - Locate any crucial business document backed up to your IDrive account or synced across linked devices and retrieve it conveniently.
- **Open file backup** - Allows you to backup your open email files (such as the PST files of Microsoft Outlook).
- **Incremental backups that transfer only the modified portions of your files** - Extremely fast data transfers during backup and sync.
- **Server backup** - Backup [MS SQL server](#), [MS Exchange server](#), [VMware](#), [Hyper-V server](#), [MS SharePoint server](#), [Oracle server](#), [System State server](#), and [Office 365 Mailbox](#). Also, backup your [Linux servers](#) with the help of easily scriptable and customizable online backup solutions.
- **IDrive® BMR** - Enable high-performance bare-metal disaster recovery for both physical and VMware machines, including features such as KVM-based local and cloud virtualization, cloud manage, cloud replication, and snapshots.
- **Simple, fast, reliable data transfers with superior performance** - Conserve your bandwidth usage with a provision to adjust it.
- **Data protection** - 256-bit AES encryption while transferring and storing data to any external hard drive.

### Ease-of-use

- **Automated backups and real-time sync** - You don't have to be in front of a computer, IDrive works quietly in the background.
- **Web-based data retrievals** - You can access and retrieve backed-up data and synced files anytime, anywhere.
- **Audit trail for your backups** - Easy-to-use dashboard helps view detailed backup and restore logs.



## IDrive for businesses

First name	Last name	Username	Email Address	Group Name	Computers	Used Space	Latest Backup
Benson	Emely	benson@myworl...	benson@myworld.com	Finance	1	597.31 KB	an hour ago
Edward	Faith	edward@myworl...	edward@myworld.com	Operations	2	144.99 MB	NA
Juliet	Williams	juliet@myworld.c...	juliet@myworld.com	Finance	NA	23.98 MB	NA
Lacey	Lee	lacey@myworld.c...	lacey@myworld.com	Finance	NA	85.97 MB	NA
Nelson	Waltson	nelson@myworld...	nelson@myworld.com	Operations	NA	0 Bytes	NA
Melvin	Billy	melvin@myworld...	melvin@myworld.com	Support	NA	1.06 KB	NA
Parker	Joise	parker@myworld...	parker@myworld.com	Support	NA	0 Bytes	NA
Peter	Eills	peterson@mywor...	peterson@myworld.com	Administration	NA	46 MB	NA

### Dashboard

- A centralized web console to manage desktop backup, restore, modify application settings, etc. on your connected devices.
- Create new user accounts, add them to groups, monitor each user's storage utilization, and the health of their backups.
- Create policies with required settings and push them to users. Also, push changes to backup sets and settings across all devices.

### Physical security of our infrastructure/security of your data

The IDrive application is hosted at world-class data centers in the United States. These world-class facilities are custom designed with raised floors, HVAC temperature control systems with separate cooling zones and seismically braced racks. They offer the widest range of physical security features, including state-of-the-art smoke detection and fire suppression systems, motion sensors, 24/7 secured access, video camera surveillance, and security breach alarms to keep the servers up and running 24/7. The Disaster Recovery system ensures your data is safe with IDrive even in worst circumstances, and can be retrieved with minimal downtime.

### Network security

We conduct periodic third-party reviews of the network infrastructure to check for known application and service vulnerabilities.

### Professional customer/technical support

A strong technical team powers IDrive, who are available 24/7/365 and respond to queries using email/live chat/telephone.



## IDrive as 'software as a service'

IDrive is available as a downloadable desktop client utility. It is also supported on most Windows variants like Windows 2012 server, 2008 server, 2003 server (Service Pack 2) and also on the Mac operating platform (MacOS Sierra, Mac OS X 10.9 Mavericks or greater). For further details on IDrive's compatibility with your operating platform or the operating platform used within your organization, visit:

<https://www.idrive.com/online-backup-download>

## IDrive's commitment to enhance the user experience

Every feature of IDrive has been considered keeping in mind the view that IDrive backups should be simple and a 'no-brainer'.

- Backups, once scheduled, commence automatically and you can monitor the status closely.
- Backup and sync have full and accurate progress reporting.
- You are notified upon the successful completion of operations.

## Contact IDrive

### **IDrive Inc.**

26115, Mureau Road,  
Suite A, Calabasas,  
CA 91302.

[www.idrive.com](http://www.idrive.com)  
[support@idrive.com](mailto:support@idrive.com)

## Support

Within USA

**1-855-815-8706**

Outside USA

**1-818-485-4333**

### **Technical Support:**

6:00 AM to 11:30 PM PST

### **Billing and Sales:**

6:00 AM to 6:00 PM PST

Monday to Friday

### **Department Extensions**

Dial **1** for Support

Dial **2** for Sales

Dial **3** for Billing

Dial **4** for Partners

## IDrive online backup - In a nutshell...

- Easy **subscription plans** for small to large businesses and enterprises.
- Scheduled and automated backups, and instantaneous file syncing, coupled with the web interface ensure data availability at all times.
- Works on multiple variants of Windows and Mac.
- 24/7 free **technical support**, via chat, email or over the phone.
- Unlimited scalability.
- Industry-standard, military-grade 256-bit AES data encryption, world-class data centers, and third-party network infrastructure audits.

## Endpoint Cloud Backup (Files and Image)

Thin client based managed backup and recovery  
for businesses of all sizes



IDrive® 360 is a managed endpoint backup platform for organizations that need a single-point solution for all their cloud backup, and data recovery needs. Deploy the non-intrusive thin-client software on hundreds of endpoints in one go. Perform backup and restore, manage users, via centralized console, create unlimited units, delegate unit administration to users, and remotely supervise all units and users.

### Features for effective disaster recovery

#### Endpoint Device Backup

A secure endpoint cloud backup solution that allows businesses to schedule and automate backup of the endpoint devices across their organization through a unified web console.

#### Image Backup New

Perform cloud-based image backup for your entire Windows computers and server operating systems along with the virtual machines associated with them.

#### Centralized Management

Assign admins and managers with role-based access to the backup and management consoles for effective data backup and recovery management.

#### Encrypted cloud storage

IDrive® 360 uses SSL protocols to secure all communications. AES 256-bit encryption protects data on transfer and storage.