

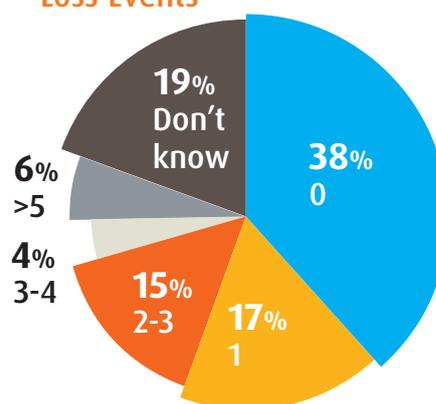
Kroll Ontrack Cost of Downtime Survey Report

This report examines the findings of a data loss and recovery survey conducted by Kroll Ontrack, the leading provider of data recovery, e-discovery and information management. Of the 326 participants, 57 percent were IT personnel, 17 percent were engineers, 14 percent represented sales, 4 percent were marketers and 8 percent were identified as “other.”

The report will offer insight into the following:

- The increasing importance of Microsoft® Exchange Server and Microsoft® Office SharePoint® Server data in the enterprise;
- Detailed survey findings regarding data loss from these environments;
- The challenges associated with Exchange and SharePoint recovery; and
- Specific tools to facilitate the recovery, restoration and migration process.

Total Number of Microsoft Loss Events



I. The Importance of Exchange and SharePoint Data

It's no secret e-mail has become the lifeblood of business. It is relied on by companies for running virtually every aspect of the enterprise – more than any other means of communication. In fact, according to the Radicati Group, the number of worldwide e-mail accounts is expected to increase to nearly 4.1 billion by the end of 2015. This represents an average annual growth rate of 7 percent over the next four years.

For many businesses, regardless of size, the use of e-mail means the use of mailboxes stored on Exchange. From simple internal communications or vital customer sales calls to invoicing and billing or high-level decision-making, e-mail – and Exchange – is involved at every level of business life. E-mail not only makes employees and businesses more efficient, it is also the most cost-effective means to communicate and needs to be closely managed for business, regulatory and legal issues. Exchange makes this happen seamlessly and effectively.

Another vital tool for keeping businesses connected is SharePoint, one of the fastest growing collaboration products available on the market today. SharePoint allows users to create, store, manage and share a variety of information. As more and more businesses discover the productivity gains made by utilizing the information sharing, collaboration and team discussion aspects of these tools, many are investing in collaborative data repository tools. These tools keep critical knowledge and information organized and available by providing constant and efficient access. Whether it's an account executive who needs to see a list of clients, a developer looking for product specifications, or a manager who must let his team know about a changed milestone on a project's schedule, people need to stay informed. SharePoint can help do just that.

II. Survey Says: Bigger Losses Mean Longer and More Expensive Recovery Times

According to the Kroll Ontrack survey, nearly half of organizations experienced a data loss from the world's two most common e-mail and enterprise content management applications – Exchange and SharePoint – in the past year. Fifty-three percent of survey respondents reported it took at least half of a business day to recover from that loss.

Forty-two percent of organizations reported experiencing at least one Exchange or SharePoint data loss in the past year, with 25 percent reporting multiple data losses. The degree of severity of data loss varied, with 20 percent categorizing their loss as a “level one,” defined as a “severe disruption,” such as a down system. Sixteen percent indicated their data loss was a “level two” or “major disruption,” while 37 percent categorized the data loss as a “level three occasional disruption” and 18 percent indicated it was a “level four minimal disruption,” such as an enhancement request.

When asked how long it took to recover from the most recent Exchange and SharePoint data loss, 59 percent of organizations reported losing at least half a day, 14 percent lost multiple days and 5 percent claimed they never recovered from the loss. To restore the lost data, 26 percent reported that they leveraged an existing backup. This was followed by 21 percent, who leveraged an in-house capability, 18 percent who actually re-created the data and 14 percent who used a data recovery software tool. Sixty percent of respondents said the financial impact of their data loss was \$50,000 or greater and 3 percent experienced a loss of more than \$1 million.

III. Recovery Challenges

The primary method of backup for Exchange and SharePoint systems is referred to as a full backup, also known as snapshots or replica backups. These full backups are performed on a regular schedule and are necessary for disaster recovery protection and full restoration of a system from scratch. In addition, most backup applications will only allow a full restore back to a system with the exact name and setup. This is typically implemented for protection against accidental restorations to the wrong system.

Undoubtedly, there are times when an IT administrator needs to restore some, but not all data from a previous backup. To conduct this partial or granular restore, the IT administrator has two options:

Option 1: Perform a full restore to an alternate server, typically called a recovery server. The recovery server will be set up with the identical name and parameters as the original server. Then, a full restore is performed to it. Using Microsoft Outlook, other scripts or processes, the IT administrator will more or less manually extract the needed information and copy it back to the primary server. Many companies simply do not have the luxury of having a recovery server due to the extra capital expense and constant upkeep required

Option 2: Perform brick-level backups in addition to the regular full backups. Brick-level backups operate by backing up one mailbox at a time and are designed precisely for individual/granular restores. The bad news is that brick-level backups require you to back up the same system twice - once for full backup followed by a brick-level backup increasing the cost, time and storage associated with these additional backups. Further, brick-level backups can be inherently slow compared to full backups. In some cases, a brick-level backup of a large system can't be completed within a 24-hour period.

IV. How Tools Can Assist in Minimizing this Cost

Ontrack® PowerControls™ software is a powerful e-mail and content management tool for searching and recovering lost, deleted and archived e-mail messages, mailboxes or entire EDB files in Exchange or SharePoint server environments. Specifically, Ontrack PowerControls performs granular restores using full backups. It allows restores to the same server or an alternate server, thereby eliminating the need for a recovery server with identical parameters. Secondly, IT administrators can browse and select any level within a full backup, which also eliminates the need for brick-level backups. Full backups can be conducted as they normally would, and when an IT administrator is faced with a granular restore request, point Ontrack PowerControls at the most recent full backup, and restore the needed items by using the copy/paste or drag/drop functionality back to the production server.



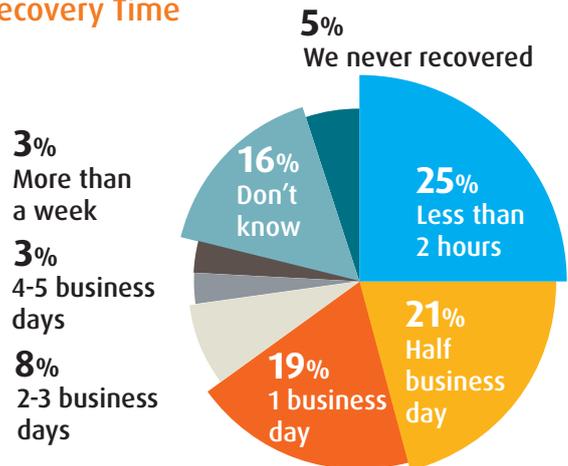
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Recovery Time



Financial Impacts of Loss

