

Cloud Backup Guide

Twelve questions to ask your
cloud backup company

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01 Where do they store their data?

We at BackupVault run our own servers located in Slough and Reading, UK. Many companies store their data with third parties in foreign countries to keep costs down. You may be breaking UK data protection laws and GDPR legislation if this is the case.

02 Is the data encrypted completely?

All data backed up using BackupVault is encrypted using a 256bit AES key known only to you – before it even leaves your system. Your data is also encrypted using the industry standard SSL encryption when transferring over the Internet. Once the data arrives at our storage servers it remains encrypted using the AES key you supplied. We do not have any access to unencrypted data whatsoever.

[Tip: Ask the backup company if they can reset the encryption key – if they can then your data is not secure.](#)

03 How do they charge for backup?

Our charges are very straightforward – we simply charge for how much data you wish to protect. If you have 100GB of data, then we charge you for 100GB. Other providers charge you on “how much data is stored on their servers”. In this example 100GB may compress to 70GB, but after 30 days of backups it may also be 1000GB. Providers who charge like this have absolutely no incentive to ensure their systems are efficient and the data is de-duplicated.

04 How good is the technical support?

Can you call them at 11pm on a Sunday to solve an issue? You shouldn't have to wonder if they would be there to help when you need them the most. We offer 24-hour UK based telephone, email and remote support as standard.

05 Can they perform snapshot backups and restores?

We offer the ability to “snapshot” the backups/restores to a removable disk. This enables very fast backups/restores for large backup accounts. Snapshots are included in the monthly service.

06 Do they use reliable software?

Many online backup companies in the UK use low cost backup software that does not always scale well to large backups. We use Attix5 software – proven over the years to be one of the most reliable backup platforms in the world.

07 Do they throttle bandwidth?

Backups can be slowed down considerably if bandwidth is throttled down to save cost. We have no throttling whatsoever – you can send data to us at the maximum speed your connection allows.

08 Are their servers mirrored?

To keep costs down, many backup companies do not mirror their data. We mirror our data to our Reading datacentre every 30 minutes for complete redundancy.

09 Do they use reliable disk hardware?

BackupVault only use enterprise grade SAS hard drives on all their servers, whilst many other companies will use consumer grade SATA disks. Whilst SATA disks keep the cost per GB down, they are nowhere near as reliable as SAS drives.

10 Can they give advice on what to backup?

We backup many different types of files and databases – and are able to offer advice on how to best protect accounting systems, CRM, databases and other difficult files.

11 Is the software easy to use?

The software should be configurable yet intuitive to use and powerful enough for your needs. Our software can be configured to run on a server in as little as 10 minutes, and features many enhancements such as a remote console.

12 Do they have a good reputation?

It is important to find an online backup provider that is in it for the long haul. When you consider a provider look for one that has strong financial backing and a solid business plan. BackupVault have been in business since 2004 and have many customers we are happy to put you in touch with.

Contact us

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