



<http://www.yildun-backup-remoto.com>

yildun Remote Backup Services

a professional platform
for remote backup
over the Internet

y[]* with differential technology

YILDUN offers a secure, stable and profitable data restoration and protection service, ensuring the fulfilment of the requirements for the data protection law.

The best service and technology for your data security





the YILDUN service

With our service you will be able to easily:

1. Carry out **security copies** of the data stored in your company's computers **via the Internet in a remote device**, on a **Server, a PC or laptop**.
2. **Set up** your security copies only setting a few parameters, such as periodicity (weekly, monthly...), the date, time or what to copy...
3. **Take the most of your bandwidth and of the contracted storage space**, because it only transmits the modified bits compared to the last copy that was carried out.
4. Safeguard **different versions** of the data saved of different dates, with the possibility of restoring each of them.
5. **Restore** the safeguarded data anytime, even the different versions of the same file stored on the Data Protection Centre.
6. Ensure the **data privacy** and the **adaptation to the LOPD**, because your data is encrypted and the communication protocol is secure.
7. Count on with the **warranty of an specialised technical team** and with the best technology, which gives you the maximum reliability on the realisation of the security copies. Yet in case of a contingency, it assures you the continuity of your business.



NECESSITIES THAT ARE COVERED

1.- Yildun will carry out the security copies of the data stored in the computers of your company. Every computer in your company must **carry out a local security online copy** located in a space in your disk, whether this is located in the system or in any of the servers that your company has access to (local network).

2.- Yildun will have at your disposal **a copy of the data stored on a remote location**, so that if the data is only located in the client system, or another computer with his data and passwords, in case of a disaster, it will be capable of recognising, understanding and recovering all the data. This way the service will comply with all the requirements that are indispensable for the companies that are obliged to comply with the Organic Law on the Protection of Personal Data.

3.- You can **recover different versions of the data in case of contingencies that have been detected late, or in case of needing a previous version of a file** (one week, one month or a year), this way we can recover a previous version of a said information that was damaged after a determined date. For example, due to erroneous manipulation of the data, caused by virus or attacks.

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with great volume of data

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ADVANTAGES OF THE YILDUN SERVICE

– **Automaticity.** You only need to set a few parameters for the program to carry out automatic security copies.

– **Security.** The data is encrypted in the computers of your company before transmitting them securely to the Data Center where they will be kept encrypted. You will be the only one who knows the password and who can access the data.

Our technicians will not be able to access your stored data, because it will be kept encrypted in our servers complying with the requirements of the Organic Law on the Protection of Personal Data.

– **Reliability.** Our technicians will revise if the daily backup copies have been correctly carried out and taking the necessary measures in case of failure.

Our clients will receive a monthly report with the evolution of the backup copies in every contracted machines.

– **Versatility:** copy all kinds of data, of any size and from different platforms.

– **Agility.** You will be able to define a copy and to set it up in a determined time.

Through an intuitive interface you will be able to define your copy, schedule it, carry it out in a determined time and recover any of the multiple online data versions that have been saved.

– **Multiple versions.** With Yildun, you will have the number of versions of the information that you wish at your disposal, in order to be able to restore the data saved on the date you wish. However, with our binary differential technology this will not translate into a higher disk space, as you will be able to safeguard between 15 and 30 versions of the original data in the same space.

– **Multiplatform:** you will not need to worry about purchasing different services from different providers in case you make use of different providers from different platforms: Linux, Windows, Solaris, Aix... You will be able to purchase our service for your servers or for your personal computer or laptops.

– **Online support.** The expert technicians on the product will answer all your doubts or questions. Our online service will provide your company all the security and tranquillity with a service full of guarantees.

– **Save Money.** You will not need to invest in storing devices, such as CDs, ZIP drives, or external hard-drives... not even invest on more personnel for these kinds of jobs. You will rapidly realise that our backup service will result in a cheaper system than any other backup.

– **Best Rates.** Our rates are amongst the best rates on the market. Our clients do not pay more for a quality service.

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CONTENT OF THE SERVICE

- **Copy system storage.** The servers that host the copies are located in a Data Center of the highest performance and security.
- **Daily control and Intervention.** There's a daily control of the copies and in case of a backup failure, our technicians will operate to have the problem solved as soon as possible. An e-mail will be sent in case of any kind of failure or backup error.
- **Server replication in a remote machine. 2. Contingency:** Yildun makes use of a redundant data in another server to ensure the recovery of the data in case of failure on the copy server.
- **Technical support of 10 hours/ 5 days:** you will be able to make use of our unlimited technical support for any contingency related to our service.
- **Technical support on the copy-server machine during 24 hours /7 days a week:** our servers make use of a complete technical support 24 hours a day.
- **Monthly report of our copy system,** in order to control the service of all the machines that you make use of.
- Support of **multiple copy versions (definable by the client)** with the possibility of recovery of any kind of file.
- **Online recovery of the copies 24/7.**
- The possibility of an **offline recovery** in a physical support. 10 hours/ 5 days a week (optional) .
- The possibility of carrying out **an offline first copy on a physical device**, in case of a big volume of information (Optional): In case the first copy of the client is very heavy and the delivery through the Internet can be difficult, this could be carried out on an external hard-disk. After this first copy, the system will work on a binary differentiation basis, resulting on a small delivery.
- The possibility of having **historic copies** every month on an external device (optional).
- **Automatic software updating.** The client will always have at its disposal the latest version of the software and this will be updated automatically.

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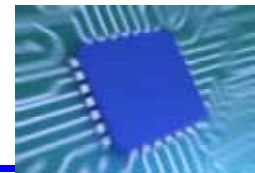
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YILDUN DATA CENTERS

The Yildun backup servers are located in duly suited centers that are prepared for the total protection of your data. These centers ensure the highest performance and safeguard the same information replicated in two different servers.

- **Duly suited centres:** our servers are equipped with the best conditions to locate Internet connected systems. Our servers are provided with great connectivity and warranties of operation. Moreover, they make use of a maintenance system that permit having the machines available all the time.
- **Double Redundancy:** the received data is replicated in two different servers, this way we ensure the highest security and reliability.



BINARY DIFFERENTIAL TECHNOLOGY

The binary differentiation technology that **yildun** makes use of, permits to backup remote copies by transferring incremental differentiations. That is to say, it will only transfer the modified **bits** of the files that have changed. This way, **yildun** is able to transmit less information than an incremental or differential traditional backup software. This are its main characteristics:

- **High Performance:** The incremental differentiation permits to transfer the copies through the Internet, based on the similarities of the previous version. Furthermore, it only transmits the **binary differences between the two compared blocks**. These are the main advantages of this process:
 - o When transmitting only the binary differences **the bandwidth usage is drastically reduced** which enables the system to backup big files of hundreds of GBytes of real size information.
 - o **Save time** using less bandwidth.
 - o In **the same storage space** you'll be able to **backup more files**, which results in a cheaper system for the user.
- **Versatility.** It supports all kind of files and permits to replicate data between **different platforms** (Windows, Linux, Solaris, Aix) from PC's, laptops or servers.
- **Highest Security.** The file that contains the differences is automatically generated and is transparent for the user. This file is automatically compressed to be transferred and can only be accessed by the owner through an **encrypted** access password, which provides process with the maximum guarantees.

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LOPD OBLIGATIONS

Do you know if your company must carry out backup copies?

The Organic Law on Data Protection LOPD1 (Ley Orgánica de Protección de Datos) obliges all the organizations, companies and institutions to guarantee the security of the personal data that the employees work on and store on their systems. These security levels are (basic, medium and high). Each security level is commanded to carry a series of obligations related to backup: from ensuring the restoring of the data to the moment just before the lose happened, to making use of remote backups.

WHAT KIND OF DATA DO YOU WORK ON AND SAFEGUARD?	BASIC	MEDIUM	HIGH
Files with personal information.	X		
Files with information related to the commission of administrative or penal infractions.		X	
Files with data related to Treasury.		X	
Files with information about Economic Services.		X	
Files that contain data about financial solvency and credit.		X	
Files that contain data about ideology, racial origin, health, beliefs, union affiliation, religion and sex, mainly.			X

WHAT ARE THE OBLIGATIONS THAT THE LOPD STABLISHES FOR DATA RECOVERY?	BASIC	MEDIUM	HIGH	WHAT DOES YILDUN PROVIDE?
The restoration to the latest saved copy must be guaranteed.	X	X	X	RESTORING ✓ Even, to previous copies.
Weekly backup copies must be carried out (art.14.3).	X	X	X	SCHEDULED COPIES ✓ Yes, automatic Backup. Schedule your copies with your desired frequency.
Necessary authorisation for the execution of data restoring procedures (art.21.2).		X	X	ONLY AUTHORISED ACCESS ✓ The copies are stored encrypted and it is necessary to have a password (that only the user knows) to restore any kind of data.
Copy on external storage devices and data restoring procedures (art.25).			X	SECURE EXTERNAL STORING ✓ On a Data Center, depending on the legislation

More information on: https://www.agpd.es/upload/Canal_Documentacion/legislacion/Estatal/Ley%2015_99.pdf an in [https://www.agpd.es/upload/Canal_Documentacion/legislacion/Estatal/A.8\)%20Real%20Decreto%20994-1999.pdf](https://www.agpd.es/upload/Canal_Documentacion/legislacion/Estatal/A.8)%20Real%20Decreto%20994-1999.pdf)

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PRICE OF THE SERVICE

1.- The prices depend on the systems where the copies will be carried out:

Server systems

- Windows Server (2003 server, 2000 Server,....)
- Linux /Solaris /Aix.
- With a feasible server it is possible to carry out backup copies on the network

Workstation systems

- Windows 98, 2000 professional, XP, Vista.

2.- How to calculate the price

The price of the service must be calculated depending on the space that the copies will take up into the server and the number of versions that you want to recover for future restorings.

Taking into account the space saving technology that Yildun makes use, to calculate the space you need to contract you may take as a reference the space that the files take up into your disk, and calculate that you can save up to 15 to 30 versions on the same space.

(This calculation is an statistical average and might not be exact because the space compression depends on different variations. It is only a reference for the purchase).

3.- Choose between a Yearly Rate or a Yearly Rate on a monthly contract

Purchase d GB Space	MONTHLY RATES Server Systems				MONTHLY RATES Workstation Systems			
	7 versions of the copies	15 versions of the copies	30 versions of the copies	Module of 30 additional versions	7 versions of the copies	15 versions of the copies	30 versions of the copies	Module of 30 additional versions
1	14 €	16 €	18 €	2 €	11 €	12 €	14 €	1 €
3	19 €	21 €	24 €	2 €	15 €	16 €	18 €	2 €
5	25 €	27 €	30 €	3 €	20 €	21 €	23 €	2 €
7	28 €	29 €	30 €	3 €	22 €	23 €	24 €	3 €
10	28 €	30 €	31 €	3 €	22 €	23 €	24 €	3 €
15	36 €	38 €	40 €	4 €	29 €	30 €	32 €	3 €
20	44 €	46 €	48 €	4 €	35 €	37 €	39 €	4 €
25	47 €	49 €	52 €	5 €	38 €	40 €	42 €	4 €
30	49 €	52 €	55 €	5 €	41 €	43 €	45 €	4 €
40	62 €	65 €	68 €	6 €	51 €	53 €	56 €	5 €
50	74 €	78 €	82 €	7 €	64 €	67 €	71 €	6 €
60	81 €	86 €	90 €	8 €	71 €	75 €	78 €	7 €
70	88 €	93 €	98 €	9 €	78 €	82 €	86 €	8 €
80	95 €	100 €	105 €	10 €	86 €	91 €	95 €	9 €
90	103 €	108 €	113 €	10 €	93 €	98 €	103 €	9 €
100	125 €	131 €	138 €	12 €	116 €	122 €	128 €	12 €
125	143 €	151 €	158 €	14 €	134 €	141 €	149 €	13 €
150	161 €	170 €	178 €	16 €	153 €	161 €	169 €	15 €
175	180 €	189 €	198 €	18 €	171 €	180 €	189 €	17 €
200	211 €	222 €	233 €	21 €	200 €	210 €	221 €	20 €

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Purchased GB Space	YEARLY RATES Servers Systems				YEARLY RATES Workstation Systems			
	7 versions of the copies	15 versions of the copies	30 versions of the copies	Module of 30 additional versions	7 versions of the copies	15 versions of the copies	30 versions of the copies	Module of 30 additional versions
1	167 €	176 €	194 €	17 €	120 €	126 €	139 €	12 €
3	223 €	235 €	259 €	22 €	171 €	180 €	198 €	17 €
5	284 €	299 €	329 €	28 €	222 €	234 €	257 €	22 €
7	303 €	319 €	335 €	30 €	237 €	249 €	262 €	24 €
10	313 €	329 €	345 €	31 €	241 €	254 €	267 €	24 €
15	398 €	419 €	439 €	40 €	314 €	331 €	348 €	31 €
20	483 €	508 €	533 €	48 €	388 €	408 €	428 €	39 €
25	517 €	544 €	571 €	52 €	422 €	444 €	466 €	42 €
30	544 €	573 €	602 €	54 €	449 €	473 €	497 €	45 €
40	677 €	713 €	749 €	68 €	559 €	588 €	617 €	56 €
50	817 €	860 €	902 €	82 €	703 €	740 €	776 €	70 €
60	894 €	941 €	988 €	89 €	780 €	821 €	862 €	78 €
70	972 €	1.023 €	1.074 €	97 €	858 €	903 €	948 €	86 €
80	1.050 €	1.105 €	1.160 €	105 €	950 €	1.000 €	1.050 €	95 €
90	1.128 €	1.187 €	1.246 €	113 €	1.028 €	1.082 €	1.136 €	103 €
100	1.373 €	1.445 €	1.517 €	137 €	1.278 €	1.345 €	1.412 €	128 €
125	1.573 €	1.656 €	1.739 €	157 €	1.478 €	1.556 €	1.634 €	148 €
150	1.774 €	1.868 €	1.961 €	177 €	1.679 €	1.768 €	1.856 €	168 €
175	1.975 €	2.079 €	2.183 €	197 €	1.880 €	1.979 €	2.078 €	188 €
200	2.318 €	2.440 €	2.562 €	232 €	2.199 €	2.315 €	2.431 €	220 €

In case of an excess of space on the contracted service, our technical team will send you an e-mail in order to update your contracted service.

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SUPPORT SERVICE

Our technical support service is at your disposal for any question or intervention related to the backup copies.

This service might be included in your rate or might be an additional service for the clients that purchase it.

SERVICES THAT ARE INCLUDED IN THE PRICE OF YOUR BACKUP COPIES

The support service that is included in the security copy rate covers contingencies caused by the system or these specific cases:

1. Intervention of the technical team related to **errors on the system**.
2. Intervention of the technical team lead by the **Yildun technical support team**.
3. E-mail delivery in case of **error on the execution of the copy**, specifying the instructions to solve the problem.
4. **Eventual errors related to the service** when these might be ascribed to the software operation.

NOT INCLUDED ON THE SERVICE. These are the services that are not included on the price and will be invoiced separately:


1. Intervention related to the **lack of compatibility** with other installed applications.
2. Interventions related to **problems on the network of the client**, its operating system or hardware.
3. **Improper manipulation** of the backup software.
4. **Assistance on the software processes** (copies, restorings, sche, programming...) when the client demands it.
5. **Any other contingency** that is not related to the software or the servers that we make use of.

Our technical team will help you out in any intervention, even if it is included on the rate of the service or not.

HOW TO INITIATE AN INTERVENTION:

Our technical team supervises the daily realisation of the backup copy and in case of error or execution error of the backup, you will be notified. Furthermore, in case of any kind of contingencies in the use of the application, you can contact us by:

1. **Sending an e-mail to:** soporte@yildunbackup.com specifying the produced error and the adding the biggest quantity of data on the encountered error.
2. In case of an **urgent intervention**, you can contact us on: + 34 902879896.

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HOW TO REALISE AN INTERVENTION

1. By e-mail. Our technical team will explain you by e-mail how to proceed on the most simple cases.
2. By phone, when it is more convenient.
3. Requesting a remote-online connection with your machine, always asking for your consent and control. In case a rapid and easy intervention is required.

SUPPORT SERVICES RATE AND TECHNICAL ASSISTANCE

OPTIONAL SERVICES	SERVERS	WORKSTATION
Telephone, e-mail or online support.	Included	Included
Daily control of the correct realisation of the copy.	Included	Included
Montly report of the copies carried out and incidencies.	Included	Included
Online installation and working out. Initial copy preparation. (Optional)	125 €	60 €
Sending of copies on an external device in case of necessary (Optional)	100 €	100 €
Online restoring of information by the user	Included	Included
Restoring on external devices and delivery (Optional)	150 €	150 €
Historical periodic copies on external disk (Optional)	150 €	150 €
Interventions that are not considered to be included on the service	60 €/hour Minimum 15 €	60 €/hour Minimum 15 €

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