



## ENSURE RELIABLE BACKUP AND RECOVERY FOR END-USER DATA

### EDS MOBILE INFORMATION PROTECTION

#### Features

- Provides nonintrusive, automated data backup for end-user laptop or PC
- Protects user data such as office documents, links, settings, application data and e-mail PST files
- Offers utility pricing and provisioning eliminates capital purchases and the cost of excess capacity
- Provides end-to-end technology and services including hardware, software, hosting and global storage management
- Offers global delivery scale
- Provides continuous operational 24/7/365 support
- Provides recovery of individual files or recreates an entire system using a file structure that mirrors the user's machine
- Maintains information for laptops that have been lost, stolen, damaged or belonged to former employees
- Eliminates the need for tapes through offsite disk-based backup
- Enables system administrators to search and recover files from specified users
- Delivers environmentally responsible technology and services

If recovering information lost from a user's laptop requires an overwhelming amount of time and assistance from technical support - or if the information cannot be recovered at all - trust EDS, an HP company. Our Mobile Information Protection (MIP) service provides an automated backup of end-user machines and enables quick file recovery without additional technical support.

#### Data overload creates risk

The amount of enterprise data on desktops and laptops is compounding annually. Most of it is susceptible to damage or loss because of a range of risks - viruses, software/hardware failures, corrupted files, theft and security breaches. Companies spend precious money and time trying to protect that data. But as losses mount, employees continue to struggle with increased downtime and lower productivity.

#### Protect end-user data residing on laptops and PCs

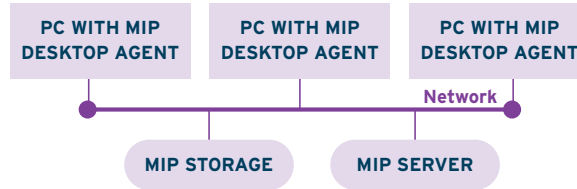
EDS provides rapid, reliable and cost-effective backup and recovery of user data - along with EDS' comprehensive managed support. The solution automatically transfers encrypted laptop data over a secure IP connection to an EDS storage site. Backups are transparent to the user and do not interfere with daily work. With MIP, the user can recover individual files within minutes. In the event of a lost, stolen or damaged laptop, MIP fully restores the employee's data on a new machine within hours.

#### Key technology elements

- **EDS managed services** - Protects end-user data with renowned IT management capabilities such as ITIL-based delivery methodologies, continuous remote service monitoring and management, technology refreshing and standardized reporting.
- **Incremental network-based backup** - Transfers and stores only files that have been modified since the previous backup.
- **Data encryption** - Securely encrypts data by the user's machine prior to transmission across the network. The data also resides encrypted while at rest in a highly secure EDS data center.
- **Redundant data elimination and compression** - Reduces backup storage and network traffic by employing single-instance-store and compression technologies.



## Enhance data security and restoration



### INCREASE PC STORAGE AVAILABILITY AND SECURITY

- Reduce risk of data loss by protecting user laptops from failure, damage and theft.
- Reduce your costs and improve your environmental footprint by employing redundant data elimination and compression technologies.
- Eliminate capital purchases and excess capacity through our utility pricing and provisioning model.
- Reduce burden on technical support by empowering end users to recover files directly.
- Achieve availability starting at 98 percent, with around-the-clock support.

- A MIP desktop agent is first installed on the user's PC. This agent enables files to be compressed and backed up over the network, with no need for backup disks or external storage. MIP backup and recovery procedures can be performed on any PC connected to the network, so users in remote locations receive the same protection as those in the home office.
- After the initial complete system backup to the MIP server at an EDS data center, the MIP desktop agent automatically schedules daily incremental backups. These backups transmit and store only the data that has changed from the previous restore point, saving storage cost and reducing network traffic.
- After a user's system has been backed up to the MIP server, the user can restore individual files or recreate the entire system. MIP can also be used to transfer files and settings from one PC to another. This can facilitate a laptop refresh cycle by enabling end users to migrate their own data from the old to the new machine without the need for technical support.
- Data restoration begins in a matter of moments and takes less than a few minutes for individual files or a few hours for a full system recovery.
- MIP can be used to complement an existing data retention policy by providing information about the contents of laptops that have been lost, stolen, damaged or used by former employees.

### Recognized leadership ensures quality

- Gartner has recognized EDS as a leader of storage services since 2003.
- Forrester Wave and the *Black Book of Outsourcing* named EDS the #1 ITO Outsourcer for 2007.
- EDS uses consistent global processes and operates in more than 180 data centers worldwide.
- EDS manages more than 50 petabytes of dynamic on-demand storage and more than 300 petabytes of backup data.
- EDS has more than 46 years of experience helping organizations like yours.
- EDS uses ITIL-based processes, holds International Organization for Standardization (ISO) certifications and is registered with the American National Standards Institute (ANSI).

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