

10 Essential Features for Better Data Backup & Recovery

1 Ease of use

Data backups are critical in a business environment, but that doesn't mean you should have to hire someone to run a complex system. Look for a solution with "just enough" features to meet your needs, and try to avoid extra bells and whistles that you won't use. Simplicity means faster setup, less maintenance time, and less headaches. An intuitive UI should make it easy to get the critical information you need and then go back to focusing on your real business.

2 Security

In a business setting, security is vital so do your due diligence. Security information should be readily available for both local and online backups and should adhere to industry standards. Make sure you have the option to encrypt your backups to prevent unauthorized access. And pay particular attention to security protocols and data center information when solutions offer a web interface or online backup.

3 Destinations that meet your needs

Think about where you want to store your backed up data. Many businesses want to store the data centrally on a NAS or server. Or maybe you want to also back up your most important data online. Some businesses prefer employees to be responsible for their own data and back up to individual external hard drives. Whatever it is, make sure it is supported.

4 Flexible options

Look for some basic flexibility when creating a backup. Things like how many previous versions of files to keep, encryption, and continuous vs. scheduled backups. The most effective method for backup is continuous backup where changes are stored immediately, but you may prefer scheduled backups for certain computers where the backup starts at a certain time each day. It should also be easy to select what to back up by general area (My Documents, Desktop, Email, etc) without browsing to individual folders.

5 Management console

If you are using the solution across multiple computers, having a management console can be extremely useful. The console typically allows you to view all computers that are being backed and their statuses in order to more effectively manage the backups. Snapshot reports give you a good idea of the health of your system and if there are any issues that require attention. This allows you to be more proactive and productive instead of just hoping that employees are taking care of their backups.

6 Saves you time

Look for a solution that centralizes and automates as much as possible. Manually backing up your data is tedious and can easily be forgotten on a regular basis. A better, more efficient method is the "set it and forget it" approach. Configure a backup to suit your needs once, and let software do the hard maintenance work for you. Many vendors offer online management consoles in addition to software which allows for even easier configuration and implementation of company-wide data backups and the monitoring of overall backup health.

7 Easy, reliable restore

The whole reason behind backing up is making sure you can get the files back if something ever happens to the original copies. So review the restore process, and test it out with a few files to make sure it works properly. Restoring files should be a quick, painless process, and you should have the option to recover previous versions and deleted files as well.

8 Affordability

Some vendors require high up-front costs in addition to the need for new and expensive equipment for implementation. For smaller businesses on a tight budget, you may want to consider a solution that does not have high monthly or annual fees, and instead a budget-friendly and scalable licensing solution. Ask about upcoming upgrades, or maintenance fees to determine and unveil potential hidden fees. Also, do your due diligence and make sure the solution you decide on will work with equipment you already have.

9 Dedicated customer support

Pick a solution where the company makes customers a priority. Technical support staff should be easily accessible, via methods such as phone, email, and chat to suit your needs. A dedicated business support line for priority support is a bonus. Typically, an online support area with knowledge base and product documentation is available as well. And of course, staff should be knowledgeable, friendly and helpful.

10 Reputable company

Experience is key in the backup industry. You want a company that offers a reliable solution with proven results. Find a company that has been in business for a minimum of 3 to 5 years and locate information regarding how many customers they have served. If they have strong partnerships with other technology companies, that is an excellent sign.

About Memeo Inc.

Memeo Inc. is a Silicon Valley-based software and services company focused on providing data management services to small and medium businesses. Founded in 2003, Memeo provides easy-to-use backup, sync, and sharing solutions to simplify the protection and accessibility of valuable data. Memeo has 22 million customers and has shipped over 65 million software licenses to more than 150 countries in 20 languages.

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