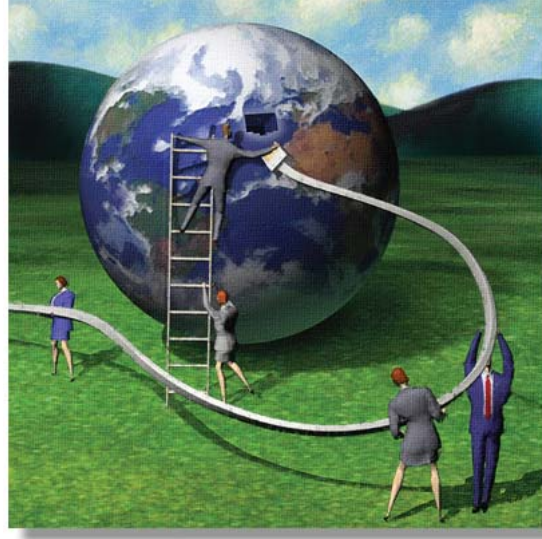


MANAGEMENT SCIENCE ASSOCIATES, INC.

trust your
support



Remote Data Protection

What is MSA Remote Data Protection?

MSA's Remote Data Protection Solution is designed to help businesses protect their information through a secure and flexible backup/recovery on-line managed service.

Company data is backed up and stored off-site at MSA's primary Data Center, where it can be easily recovered, when needed.

MSA's Remote Data Protection Solution is ideal for any enterprise with distributed environments (remote offices and branch offices) and compliance requirements for off-site data storage.

Overview

MSA's Remote Data Protection is a unique alternative to traditional backup methods, replacing conventional tape-based systems with a fully-automated, online solution. Tape-based backup systems are problematic: tapes can be lost, stolen or destroyed in transit to an offsite storage vault, and recovering data from the various systems a business runs on is often time consuming. It may take hours, or even days, to retrieve stored tapes from an off-site vault before the restore process can begin.

Remote offices and branch offices present an additional challenge. Organizations are

processing a greater amount of data at remote sites as new applications increase the data load on corporate networks. This rapidly growing information pool can be just as critical as data generated from the headquarters office and needs to be protected, as well, to meet compliance and business continuity requirements.

MSA's Remote Data Protection Solution provides reliable multi-site backup and recovery by consolidating remote office and branch office backups at our offsite data

vault. Data de-duplication, backups of only changed data and compression reduce the amount of data transmitted, minimizing bandwidth requirements. Customers are able to enjoy the benefits of MSA's Remote Data Protection Solution while maintaining complete control over the configuration and scheduling of backup sets and restores. In addition, MSA's Remote Data Protection web portal enables Customers to monitor backups and view a summary of backup and restore activity for a specified period.

How does MSA Remote Data Protection Work?

- ❖ The Remote Data Protection client may be configured on one server at each company location. No additional agents are required on protected servers to backup customer data. Data is backed up based on a customer defined schedule.
- ❖ Customers connect to MSA's primary Data Center via the Internet. MSA's Remote Data Protection Solution creates an encrypted tunnel, which enables data to be transferred securely over a Customer's existing Internet connection.
- ❖ After an initial, complete backup, in which duplicate files (file blocks) are eliminated, leaving pointers only to duplicate files (file blocks) in other drives/directories, the MSA Remote Data Protection Solution will only back up incremental changes (changed file blocks) and new files.
- ❖ Delta processing, compression and de-duplication significantly reduce network bandwidth and storage consumption.
- ❖ Advanced encryption for data in-flight and at-rest delivers complete data security.
- ❖ In the event of an accidental deletion, human error, corruption, or disaster, data restoration is fast, easy and manageable.

For fast recovery, MSA's Remote Data Protection Solution provides a local restore option: A snapshot of all data being backed up to MSA's centralized storage system may also be stored locally on their network.

What Environments Does MSA Remote Data Protection Support?

MSA Remote Data Protection has full agentless support for a range of network platforms:

- ❖ Extensive OS support: Windows 2000, XP, 2003, VMware, IBM AIX, Solaris, HP-UX, HP-Tru64 UNIX, Red Hat Linux, Novell Suse Linux.
- ❖ Extensive database support: MS SQL Server, MS Exchange Server, Oracle 8 & above, MySQL, PostgreSQL.

What Does MSA's Remote Data Protection Cost?

We charge a monthly per Gigabyte (GB) fee for this service. Pricing is based on the amount of data stored at MSA's primary Data Center (after de-duplication and compression).

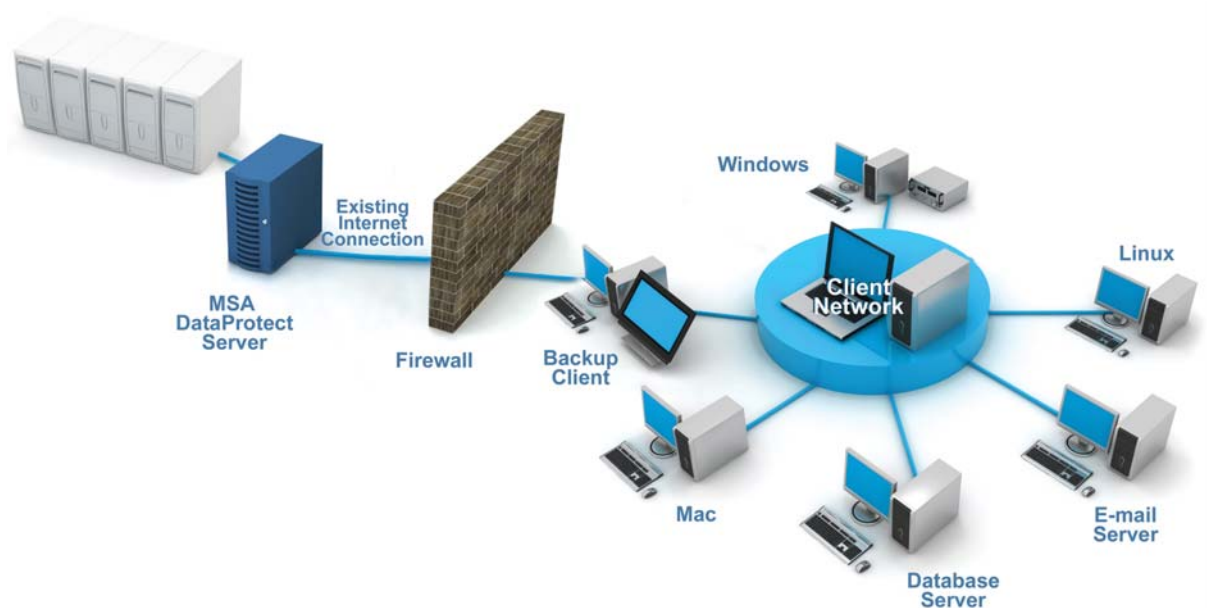
Services & Support

MSA offers installation support and training to all new customers, as well as email support and telephone technical support M-F, 8-5.

Customers also have access to a dedicated web portal for report generation and account management.

How is Backup Data Restored?

Data is available for restore immediately after it has been backed up and stored offsite. Depending upon the amount, data can be restored across the Internet or delivered via a portable disk to the customer's site (disk request).



About MSA

Founded in 1963, Management Science Associates, Inc. (MSA) is a leader in the development of analytical software and information-based systems. MSA's core business competencies are data management, business analytics and information technology. We analyze, as well as implement, solutions for customers that give them a

better understanding of consumer behavior and markets. Leveraging industry knowledge and domain expertise, we also provide business solutions tailored to firms in consumer products, steel, media, pharmaceutical, communication and information services industries.

MSA is partnered with more than 300 major clients, including 68 Financial Times Global 500 organizations. The company maintains a global presence and employs over 900 individuals, the majority of whom are based in our Pittsburgh, PA headquarters location. Additional offices are located in NYC; Chicago; Atlanta; High Point, NC; Shanghai, China; the UK; and Malaysia.



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