

Replica Backup FAQ

How does Replica Backup operate?

A software application is installed on your Server, which is the device where your data is stored. The application is configured to set a backup schedule, select the data to be backed up and set any exceptions or exclusions.

The default schedule for Replica Backup checks for changes once a day and takes a local backup. Once the local backup is completed, the data is compressed, encrypted and then automatically sent offsite..

Because only the changes are transferred offsite, large quantities of data can be backed up without impacting Internet bandwidth significantly.

How do I obtain the software?

OpenHealth makes a web download available to interested parties. Simply complete the contact us form on our web page and we will send you the required access details. Alternatively we can provide you with a CD/DVD image if you require.

What data should I backup?

This varies by client. Typically you want to secure data from key operational systems. This includes, amongst others:

- Patient Records
- Digital Images e.g. X-Ray, Intraoral, etc
- Financial Accounts
- Letters e.g. referrals
- Legal contracts and other, relevant electronic documents
- Budget and other spreadsheets

What about applications?

Generally speaking it is assumed that should recovery of systems be necessary, then access to the application software is available on CD/DVD or can be obtained from the vendor. Applications would be reinstalled first before data is then loaded, which can be recovered from Replica Backup.

It is recommended that as part of any disaster recovery plan, action is taken to image or snapshot critical servers or devices. These images can not be stored offsite using Replica Backup due to their size and therefore cost – they are often many hundreds of Gigabytes. Alternative arrangements must be made to store these images on DVD's in an offsite location. Replica Backup will store the so-called System State, which allows you to recover your preferences and settings relating to your applications.

How much data is sent every day?

This question depends on the nature of the data you are backing up. Some images in particular can be quite sizeable. In all cases Replica Backup only sends data to the offsite store that has changed since the last backup. Furthermore, compression algorithms are applied to minimise the volume of data transmitted where possible.

How can I recover my data?

Replica Backup has both an onsite and offsite store of the data you choose to backup. Under normal circumstances the accidental deletion of a file can be recovered from the onsite repository.

Should the situation be more severe e.g. a disk drive on a server has failed, then re-installation of the Replica Backup software and subsequent authentication will give you access to all your data in the offsite repository. OpenHealth can create a DVD of your data from the offsite repository for speedier access to your stored data. This is a charged service, but avoids a large and lengthy download of the data across the Internet.

Can I recover data from a specific date?

Replica is unique in that it is possible to recover a file from a specific date even if that file is constantly changing. This is limited to a month from the current date, but it can be invaluable to recover from otherwise costly mistakes.

For example, let's assume we are working on a large, complex budget spreadsheet. This is changing day on day. At some stage a large modification is made and then further incremental changes. It later transpires that the modification caused important formulas to be removed. Using Replica Backup it is possible to go back to the day prior to the large modification and restore that version of your spreadsheet, but only if this is within a month of the change being made.

How secure is my data?

All data passing through Replica is encrypted to 256 bit AES standard. This is an American Military grade encryption that provides an extremely high level of protection to ensure your data is safe. Further, the backup to the offsite store is further backed up to another offsite location providing a recovery base from 2 independent offsite stores.

How much data can I store using Replica Backup?

OpenHealth provides flexible pricing starting with a generous allowance of 10 GB (Gigabytes). This can be increased in 10 GB increments as required to accommodate business growth.

We presently have some customers with in excess of 90 GB stored offsite using Replica Backup.

How is the initial offsite backup handled?

Under normal circumstances where a 10 GB package is sufficient, the initial load of data to the offsite store can occur during the evening hours. Where this is not possible due to the speed of the Internet connection, or where the volume of data is abnormally large, then the initial transfer would be scheduled for a weekend. If neither of these options is possible, an additional service can be purchased to transfer the data using an external disk.

