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# INNOVATING THE DELIVERY OF INFORMATION TECHNOLOGY

IT Solutions for enterprise and SMB verticals



## Backup Overview and Documentation

It's a common misconception that backups are a panacea for any data loss scenario. Although more often than not, backups do save the day, it's important to understand that your backup's configuration settings play a very key role in determining whether that important file can actually be recovered when the need arises.

Many organizations leave configuration decisions to the discretion of their IT provider. To be clear, the provider's role is important. Among other things, he or she may make decisions forego daily backups for utility-type servers that rarely change, or free storage space by deleting logs that are no longer needed. In so doing, the IT professional often reduces storage costs and prolongs the use of equipment.

With that said, configuration settings that dictate the availability of data are a different matter. In our view, these represent choices that should be business decisions rather than IT decisions.

### Your Current Settings and Schedule

For this reason, we have created the attached documentation describing your company's specific backup solution and exact schedule settings at the time of inspection. It is our recommendation that this information be reviewed carefully, including the example scenarios provided for context.

We also suggest that you familiarize yourself with the examples of exposure that can result when your backup device exceeds its capacity, or when common trouble issues occur. Although occasional problems are unavoidable, understanding how they can affect you provides an opportunity to discuss any particular concerns in advance, and actions you'd like us to take if certain situations arise.

As a final note, nothing in this email or the attached documentation is intended to infer any problem with your backup solution or configuration. To the contrary, our sole objective is to provide superior client service. In this case, that means empowering you with the ability to confidently ascertain firsthand that your backup needs are being met.

We hope you find this information helpful. It is our intent to provide similar communications in the future as needs dictate, so we welcome any feedback you may have.

If you have any questions concerning your backup solution, or if you wish to change any of your backup settings, members of our technical staff look forward to assisting you in any way they can.

Sincerely,

Oliver Fox  
Chief Operating Officer and Interim CIO  
Sandbox Technologies, Inc.

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**Our mailing address is:**

4111 West Alameda Ave., Suite 605 Burbank, CA 91501