

SUPPORT PACKAGES



Backup Care

The BackupCare package encloses all the tasks that the safety of your IT Systems data requires. This service allows you to feel safe about your enterprise data because we know how important it is to you. We try to find the best backup solution for your enterprise, based on its specific needs in order to do the best implement.

The Service

Important data such as databases, e-mail, files and folders, are a valuable resource for today's companies. That's why Mael Consultores offers this service as an isolated option, as it represents one of the most valuable investments you can make for your enterprise.

You can also choose which type of backup you want. We can discuss options about what is the most appropriate backup service for your type and size of business and also, details like which data to backup, what's the best software for your specific case and what's the best storage method for your organization.

Scheduled Service

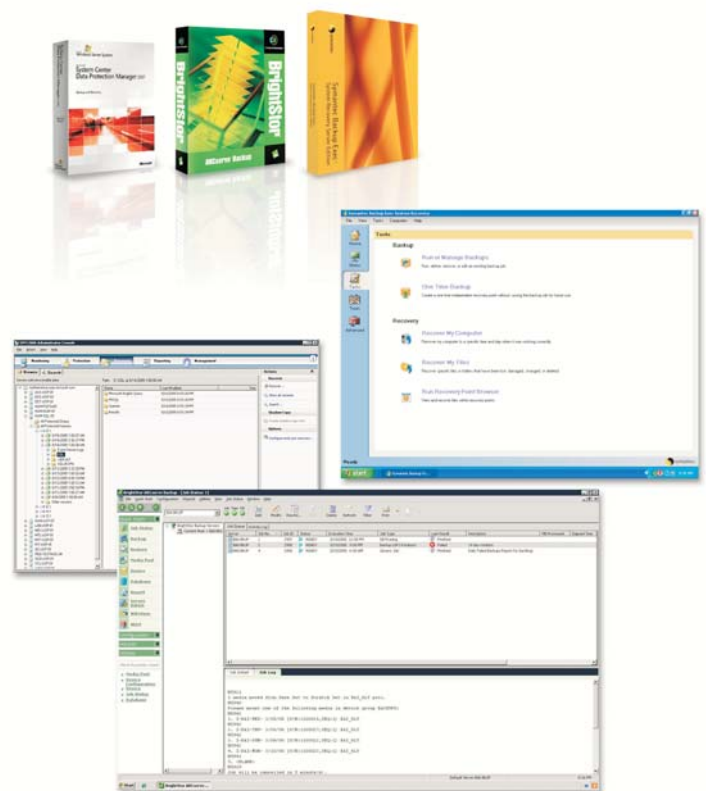
Periodicity of the backup service is determined by your needs. Along with our suggestions, you can decide how often your data needs backup. We normally advise some procedures to keep and store your backups, in order to guarantee its safety. Normally we nominate or ask the nomination of a person responsible for this subject.

Billing

This type of service requires a monthly agreement. This is based on the dimension of your infrastructure, its specific needs and is settled earlier in the process with a formal proposal.

Extras

We also encourage you to select the "Disaster Recovery" type of backup. This is basically a discussed and determined option to store the backup data medium outside of your facilities. Doing this in a regular basis prevents you from losing your important data in case of an accident in your enterprise.



Features

<p>How can we have a secure backup plan ?</p>	<p>It is as simple as asking us. We show you the options that can be implemented in your specific case, having always in mind, the security of your important data. This way, you only have to worry about your activity and not on the safety of your data.</p>
<p>Do you manage and report our backup systematically ?</p>	<p>Yes. We take care of all the process and always keep you updated with our reports. This way, you get all the details, status and notifications about the process.</p>
<p>What technology and media you advise for our size ?</p>	<p>Based on your company's specifications and IT Structure, we offer you an appropriate technology and the ideal media for the backups. This is discussed with you as well as the several options available. It's all brought up, so you can decide along with us.</p>
<p>Can you help us designing a disaster recovery plan ?</p>	<p>Yes. Along with you, we arrange a strategy for implementing a secure recovery plan. Because accidents and unexpected failure happens, we strive to create with you, a plan that covers all the negative possibilities that can involve data damage. This way, your company data is always secure, no matter what.</p>
<p>Is it possible to backup open documents ?</p>	<p>Yes, but it depends on the software used. As stated before, it's all a matter of arranging the best possible backup solution for your company needs.</p>
<p>What software do you use for backup jobs?</p>	<p>Currently we have experience working and implementing specialized backup software such as: ARCServ Brightstorm, Symantec Backup Exec and Microsoft Data Protection Manager, among others. Also we often check new software solutions, in order to deliver an updated and improved service.</p>



Mael Consultores is a company devoted to the development of information engineering systems and dedicated to the integration of technologies in shipping business. It was founded in 1999 through the creation of a technological infrastructure aiming at the development of information system solutions. Furthermore, the company relies on information and software engineers acting in the market and specialized in consultancy, implementation, training and development of standard software and the support service to small and medium-sized business.

Mael Consultores is a **Microsoft Gold Certified Partner** and a **Microsoft Small Business Specialist**. Microsoft Enrolled Competencies and Specializations: Advanced Infrastructure Solutions - Systems Management; Data Management Solutions - Data Management; Information Worker Solutions; Microsoft Business Solutions - Microsoft – CRM; Networking Infrastructure Solutions. Mael Consultores is a **Computer Associates Partner** for All Fusion Plex ARAD tool. Mael Consultores is **Citrix Certified Partner** for Access Essentials Suite. Mael Consultores has a protocol of collaboration with Lisbon Technical University - Instituto Superior Técnico, for juniors engineers integration. Mael Consultores is a **Business Technology Partner** with Portugal Telecom for Networking and Communications.



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