



Surf Easy Database Backup Service

The Surf Easy Database Backup Service protects your POS sales data or internet cafe user and revenue data. Our remote servers automatically connect to your paystation or host database server each night and backup all your data. We store your database backup on our Surf Easy file servers, so if ever you experience a critical database failure we can quickly restore your database with minimal loss of information and minimal downtime.

The Surf Easy Database Backup Service protects your business critical data with automated nightly backups of your Surf Easy databases.

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What is it?

Our Surf Easy Database Backup Service is a fully-automated database backup solution to protect your Surf Easy internet cafe databases or Serve Easy POS databases. Our remote Surf Easy servers automatically connect to your pay-station or host database server each night and backup all your user and revenue data. We securely store your database backup on our file server in our head office, so if ever you have a critical database failure we can quickly restore your database with minimal loss of information.

The Database Backup Service is highly recommended for all Serve Easy POS systems and for multi-terminal Surf Easy internet cafes which use a pay-station or database to store user accounts or access codes.

How does it work?

- ✚ You subscribe to the Backup Service for each database you want to protect. This can be any computer that is running Serve Easy POS, Surf Easy, or a pay-station or other server hosting a Surf Easy database.
- ✚ We then work with you to make some changes to the firewall settings in your modem or gateway so that our servers can remotely access your database.
- ✚ We then set our servers to run automatic nightly backups of your database. This means that you will need to keep your database terminal running each night.
- ✚ Our servers copy all the user and sales data from your database over to our servers. The data we backup includes user accounts, access codes, settings/config, and revenue history. Other data such as error logs, printing logs, and access logs are not backed up as they are not essential to the ongoing operation of your business.
- ✚ We keep each backup for 30 days, so it is possible to restore an older copy of the database if required. In the event that you experience a database failure our technicians can quickly log into your database server remotely and restore your data.

Price

The Backup Service is \$499 per year per database, which is a small price to pay for the peace of mind of knowing that all of your mission critical data is protected.

Please note that the backup service involves transmitting a lot of data from your site to our servers over the internet. For busy internet cafes or large databases this can add up to 3GB of upload traffic to your internet usage each month. The database backups are scheduled for shortly after midnight each night to avoid impacting on connection speeds for your users.

