



## DSO Online Storage FAQ's

### 1. What is DSO online storage?

DSO online storage is cloud based storage that is accessed over the internet. It allows clients to add-to or replace locally hosted storage.

### 2. What does the service include?

The service includes a pre-defined volume of storage which the client can securely access using a number of authentication methods. The service includes top-tier ISO 27001 compliant data centres, facilities, staff, web-based provisioning, management, backup and reporting.

### 3. How secure is it?

Each client's data is kept secured from other client's using LDAP security. The storage is accessed using an encrypted tunnel (SSL or IPsec) and authenticated using CHAP, LDAP or Active Directory.

### 4. How reliable is it?

Data is stored on highly reliable clustered filers. All data is backed up nightly to ensure no possibility of data loss. For additional peace of mind data can be replicated in real time to a secondary datacentre. Finally, the DSO Online Storage service can use the d-stor managed backup service to keep multiple backups and file versioning.

### 5. How can I use it to add storage to my servers?

Typically you would connect the DSO Online Storage using either a CIFS or NFS share via an IPsec VPN Tunnel as an additional mapped drive. Alternatively DSO Online Storage can be used as an FTP server.

### 6. How can users use DSO Online Storage as a fileserver?

Each user would have their own logon. Once the logon is authenticated for the user's PC, DSO Online Storage then becomes a mapped drive using WebDEV and SSL allowing multiple users to access the same storage and share files.

### 7. How can I control the amount of storage used?

Predefined limits can be set for organisation and for users ensuring that usage stays within budget.

### 8. Are there any additional charges?

No. Unlike other providers, there are no additional charges\* for bandwidth, user accounts, backup etc.

\* Subject to acceptable usage policy