



Business Continuity

Through SafeBoot Services and Utilities

EVALUATING A SOFTWARE PRODUCT INCLUDES NOT ONLY INVESTIGATING THE QUALITY AND COMPLETENESS OF THE PRODUCT, BUT ALSO THE COMPANION SERVICES AND UTILITIES THAT COMPLEMENT THE PRODUCT. MAINTAINING BUSINESS CONTINUITY REMAINS OF UTMOST IMPORTANCE.

From defining your initial security requirements to meeting your ever expanding security needs, Control Break International (CBI) has the know-how to ensure your expectations are met during all phases of product selection, implementation, and long term support.

CUSTOMER FOCUSED SERVICES

CBI offers a wide range of customer services. Our goal is for your implementation of SafeBoot, from evaluation to rollout and beyond to be a smooth trouble-free experience without any business interruption.

Consultancy

CBI prides itself on the ease of implementation and use of its products; however, in some cases, internal resources either can't be spared or are simply not available to implement an enterprise wide solution. For these situations, CBI can provide implementation services, project planning and technical expertise.

Training

CBI's security consultants are also available to provide on site training for any of the SafeBoot family of products, as well as, basic security awareness and general security policies.

Maintenance

CBI offers a full maintenance program that entitles our customers to free product updates for all general enhancements falling into the same major version for the term of the agreement. The maintenance program also entitles our customers to reduced rates for major version changes.

Worldwide Support

With a maintenance contract, customers receive support at no additional cost. Support includes helpdesk assistance to customers via a hotline telephone number, email or the SafeBoot website support.safeboot.com. CBI and its distributors can address even the most complex questions. Since 1994 CBI's own dedicated and highly qualified development team has been available to implement customer requirements and custom SafeBoot product enhancements. If your question needs to be escalated to a higher level, this incurs no extra cost or delay, as our development is in-house. SafeBoot has proven itself reliable in many large installations in global enterprises.

Distributor Network

CBI's distributor and reseller programs are available to qualified representatives all over the world. SafeBoot is sold and supported by highly trained organizations in the United States of America, Europe, and the Far East. For more information on global distributors see the SafeBoot website www.safeboot.com.

SAFEBOOT UTILITIES

The SafeBoot Enterprise product family includes a set of utilities to ensure the continuity of business within global enterprises. These include Hot Database Backup and Safe Remote Recovery tools.

Hot Database Backup

The Hot Database Backup reliably replicates the SafeBoot database to a hot standby server. If the primary server should fail, the secondary server can take over without losing any data.



Safe Remote Recovery

When using a security product it is important that business data can always be recovered. Whether the user has forgotten his password, lost his token, or has left the organization, SafeBoot's tools safely recover the protected systems, without using an unsafe master password as a "backdoor". Should a user forget a password, lose a token, recovery is only a phone call or a web page away. Just like the Windows central management recovery tool, the web based webHelpDesk recovery tool permits the Helpdesk to reset user passwords remotely after the user successfully passes a verbal challenge-response verification and authentication with the helpdesk via telephone.

webRecovery

By employing the same secure SSL server as the webHelpDesk, webRecovery permits registered users to reset their own passwords or tokens from any Internet/Intranet attached web browser. Any user resetting a password or token must pass several challenges to prove his identity, before the password or token can be reset.

Disaster Recovery

Even in a worst-case scenario - a dropped machine, or virus-corrupted hard disk - the encrypted data is not lost.

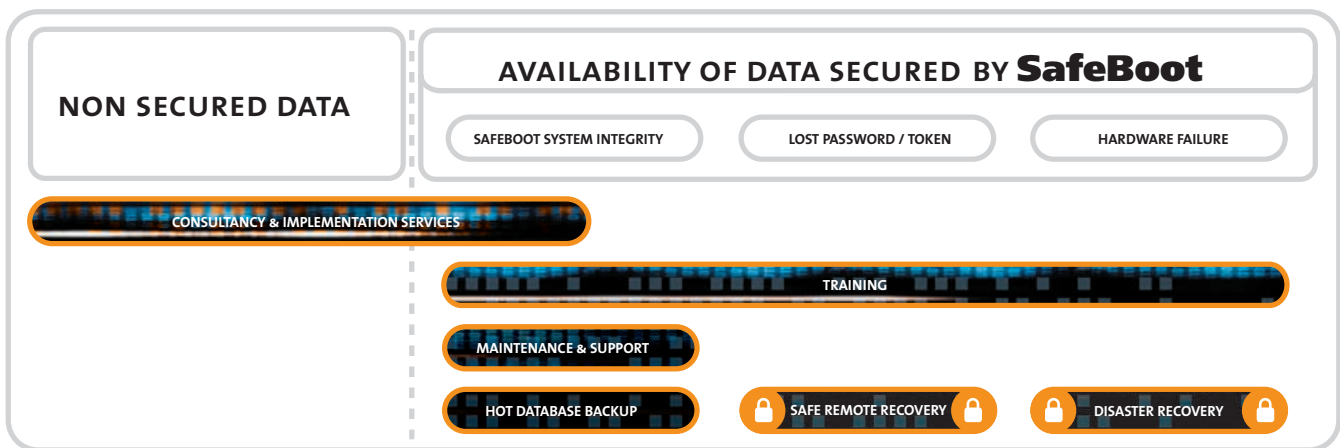
SafeBoot uniquely includes all the tools you need to recover data from even the most corrupted or damaged hard disk, by using central stored encrypted recovery keys.

CERTIFICATION

SafeBoot is FIPS certified by NIST in the United States of America. This certification assures that SafeBoot employs true strong encryption and secure key management. It also guarantees that SafeBoot has built-in self-tests to avoid viruses like worms and trojan horses from infiltrating your system.

BENEFITS SAFEBOOT BUSINESS CONTINUITY

- Software installation and upgrading is done without user interruption
- Users can be recovered quickly and remotely in case of lost passwords and tokens
- Save time by involving specialized SafeBoot consultants
- Always in pace with global software developments with SafeBoot Maintenance
- Global support via CBI and distributors
- Reliable with numerous installations worldwide
- CBI is a long term developer of security solutions for many notable global customers



AFTER SECURING YOUR VALUABLE DATA WITH SAFEBOOT, OUR EXTENSIVE RANGE OF SERVICES AND UTILITIES ENSURE THE AVAILABILITY OF THE DATA WHENEVER, WHEREVER.