Frequently Asked Questions

How does Fred Backup work?

At its core a desktop or server has backup software installed which manages the transfer of information to a piece of hardware attached to the network. This transfer happens automatically with particular schedules for different types of information to be backed up.

The entire drive is backed up. This enables us to restore any file or folder regardless of where it is saved, and in extreme situations the entire drive can be restored.

What is included in the Fred Backup plans?

There are 3 service level plans which differentiate what occurs during the backup

- Bronze plans include the software, hardware and setup for in store backups. Weekly reports are emailed to you summarising your backup history.

- Silver level plans add proactive monitoring.

- Gold plans also include the additional protection of offsite storage.

How often does the backup occur?

- Onsite backups are scheduled to backup frequently accessed data (e.g. Dispensary data) every 15 minutes.

- Less frequently changed data (e.g. The Windows Operating System) is scheduled for a daily backup.

- For Gold level plans the backup schedule also includes offsite storage which occurs once per day (overnight).

Will the 15 minute backup intervals impact operational performance?

No. The backup software works behind the scenes to do its job. You do not need to exit any applications for the backup to function; that is the backup software can backup files that are being used, your dispense data is backed up whilst you're dispensing, your POS data is backed up while you're selling.

What software do you use?

The software used by Fred on the Gold, Silver and Bronze backup service plans is a StorageCraft product. There are two versions we use, ShadowProtect Desktop and ShadowProtect Server. We also use StorageCraft ImageManager for backup organisation and management.

Where can I find more information about the software you use?

The manufacturer's website contains information about all of the above software products used by Fred. http://www.shadowprotect.com/shadowprotect-backup

What hardware is used?

The hardware used by Fred for onsite storage is referred to as Network Attached Storage (NAS); this means that it plugs into the network. We use a QNAP TS-219P II or QNAP TS-412 depending upon the site specific storage requirements.

How is the backup hardware connected?

The backup hardware requires both power and a network point, it does not connect to a computer. Equipment is commonly connected close to the network switch or router. An available network port is required to connect the device.

How is the backup data protected from unauthorised access?

Backup data is encrypted on both the onsite storage device and offsite storage location, requiring a complex password to decrypt and access.

How much does Fred Backup cost per month?

There are three different service levels, each having their own pricing. Please visit the following online form to calculate the applicable costs: http://go.fred.com.au/backup. If you wish to order Fred Backup the form can be submitted to our sales team.

This online form covers pricing associated with backing up desktop PC's only, if you have a server operating system our sales team can provide you with a quote applicable to your requirements.

Why does the first backup device cost more per month?

The very first backup device we quote includes costs associated with hardware requirements. Subsequent backup devices only include the costs of software and services.

Is there a contract period?

No. The backup agreement can be stopped at any time. We will work with you to decommission software and have hardware returned to Fred upon receipt of your cancellation notification.

Can I mix and match levels of service?

Yes. Fred Backup can be customised to provide a solution which incorporates the different service levels for different computers as you require. You may want offsite storage for the Fred Dispense main computer (Gold) but only require local backup without monitoring (Bronze) for a dispense terminal.

If something does go wrong will I have to restore my entire computer?

Not necessarily. The backup enables individual files or folders to be restored, not just an entire drive.

Can I add extra computers to the backup later on?

Yes, just contact Fred to have a member of the sales team discuss backup expansion requirements.

Is there a Service Level Agreement associated with Fred Backup?

Yes. The SLA is available on the Fred Help Centre or via http://go.fred.com.au/sla-backup (PDF).

Call the Fred team on 1800 888 828 to find out more.