Managed Backup & File Recovery

Important files, backed up. And someone to help you get them back.

Most people find out their backup wasn't working on the day they need it. We set up your backup, check it, test it, and help you restore your files when something goes wrong. For homes and small businesses that can't afford to lose their files.

TECH DETECTIVE
MANAGED IT & TECH SUPPORT

WORKSTATION	SERVER	ADD-ON: LOCAL COPY
$50 per device / per month	**$100** per device / per month	**+$25** per device / per month

Storage: 500 GB included per workstation and 1 TB per server, for your selected files and folders. Extra storage is $10 per 250 GB per month. Linux computers are priced as servers. **Local copy:** a second copy of your backups on a dedicated drive for each computer, for faster restores. No setup fee. Drive provided at cost.

What's included

Backup setup
Installation and configuration, with the files and folders to protect identified during onboarding.

Backup monitoring
We check your backup status daily and follow up on any failed or missed backups.

Ransomware-resistant copies
Your backups are stored so they can't be altered or deleted from your computer, even if it's infected.

File recovery assistance
Remote help restoring your backed-up files and folders. Request a restore online anytime.

Hourly scheduled backups
Your files are backed up every hour while your computer is on and connected to the internet.

Monthly restore testing
Every month, we test-restore a sample of your files to confirm they come back intact, and keep a record of every test.

30-day version history
Restore files as they were at any point in the last 30 days, including earlier versions of changed or deleted files.

File recovery assistance

Need a file back? Submit a restore request at **techdetectivellc.com/restore** with what you need and when it was last right. Each covered device includes up to one hour of remote file recovery assistance per month during service hours. Unattended transfer time doesn't count. Additional time is $100/hour, only with your approval. Unused time doesn't roll over.

Recovery is limited to data successfully backed up and still available within the 30-day retention period.

If your computer fails

Computer died, stolen, or won't start? Call **(888) 404-7707**. We can restore your backed-up files to your replacement computer. Full-system restoration, new computer setup, and onsite service are quoted separately.

Service hours

Monday through Friday, 8:00 a.m. to 6:00 p.m. Scheduled backups run around the clock.

Try it free for 30 days.

If it's not worth it to you, we remove it at no charge. Contact Tech Detective to review your computers, identify the files you want protected, and arrange setup.

(888) 404-7707
sean@techdetectivellc.com

Customer agreement and service terms apply.