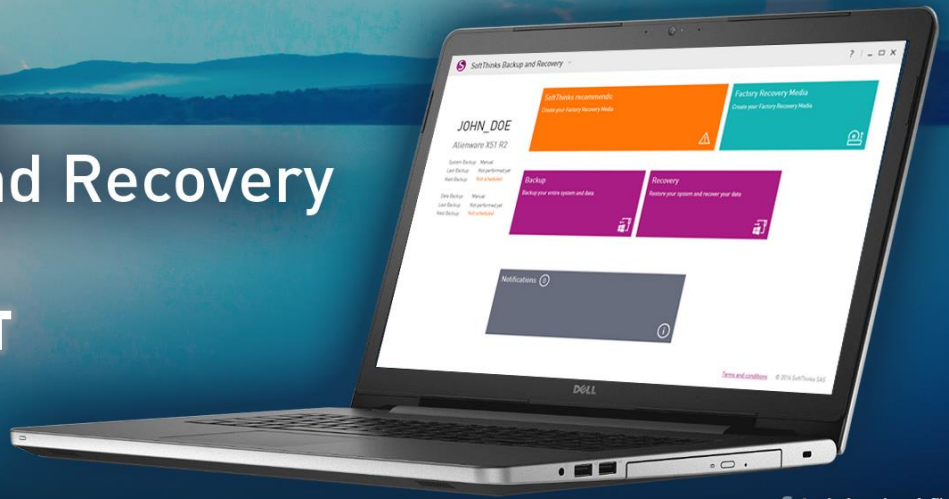# Softthinks
Backup and Recovery

REINVENTING
PC SUPPORT

DATA SHEET

soft**thinks**
TECHNOLOGIES

IS SUPPORTING YOUR PCs A HEADACHE?

ARE YOU SEARCHING FOR THE **OPTIMAL SOLUTION?**

With more than 19 years' experience in this area, and more than 300 million licenses sold, Softthinks offers a software suite covering system failure diagnosis and repair, system recovery (with user data and settings migration), data backup and continuous data protection with versioning.

Specific needs require specific solutions! Our "tailor made" software has been developed following this principle.

YOUR EXPECTATIONS

You want to decrease returns due to software and configuration issues, bring service times down to a minimum and increases customer satisfaction rates.

Looking for a solution that fits your current expectations, that is fast, reliable, safe and low cost? Our solution, is flexible and modular, providing a fast and reliable support process.

At Softthinks, we have strived to optimize the support process in partnership with the largest OEMs: including HP, Gateway, Dell, Seneca Data; just to mention a few.

THE **Softthinks Backup and Recovery** ANSWER

- Minimize time to resolution for your consumers - Drastically reduce PC support costs - Easy integration - Stable and reliable - Easy to use for your customers - Customizable interface - Compatible with Windows 7 to Windows 10 (& Windows Server 2008 to 2016) - Localized in 33 languages - Available in Basic, Enterprise & Premium	**REDUCTION OF SUPPORT COSTS** **+** **INCREASED USER SATISFACTION**

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SBAR OFFERS THE ABILITY TO:

- **Repair the system** without any data loss
- **Recover the system to its factory state** from a local Recovery Partition and/or from external recovery media
- **Recover the system to any point in time** when a System Backup has been created
- **Recover user data** that has been lost or corrupted
- **Roll back user data to any previous version captured**

WHAT'S SBAR?

• A unique backup and recovery solution

SBAR protects both the system and the user data intelligently and transparently.

• A patented repair solution

The patented process used by SBAR adapts the repair process based on the failure encountered. This eliminates manual intervention except in case of device failure.

• A tailor made solution

SBAR repair technologies adapt perfectly to the problem encountered.

We can adapt the repair flow and features to the specific needs of your organization. SBAR comes in Basic, Enterprise & Premium Editions and can be tailored to meet your specific requirements. We can also customize our solution to incorporate your Company's logo and colors.

• A Windows universal solution

Based on WinPE ©, our solution offers absolute flexibility and supports all recent Microsoft Windows operating systems from Windows 7 to Windows 10, including Windows Server (2008 to 2016).

Softthinks Backup and Recovery ™

Softthinks Backup and Recovery BASIC, PREMIUM & ENTEPRISE EDITIONS FEATURES DESCRIPTION

FEATURE	DESCRIPTION	BASIC EDITION	PREMIUM EDITION	ENTERPRISE EDITION
System Backup creation	Back-up the system on demand and/or on a schedule in order to recover the system to a point in time (differential & incremental technologies)		✓	✓
Data Backup creation	Back-up user data selection on demand and/or on a schedule		✓	
Continuous Data Protection	Monitor in real time the modifications made on files selected by the user and back up those changes		✓	
Files versioning	User can easily view all versions of files backed up wherever they are stored and restore any of those versions		✓	
Shell integration	Allow the user to check which files are protected and to restore them directly from Windows Explorer		✓	
Hard disk analysis	Ensure that the system disk has no issue before repairing / restoring the system. Offer the possibility to back up as much data as possible to an external drive.		✓	✓
Smart Repair	Detect and repair most common issues preventing a device to start the Operating System (BCD, partition table, boot files, MBR, boot.ini..).		✓	✓
Instant Restore	Replace missing or corrupted system files		✓	✓
User data and settings migration	Back-up the users' data and accounts (including Windows settings: network, wallpaper) before recovering the system, and automatically restore them at the end of the process	✓	✓	✓
Factory Recovery	Recover the system to its Factory state from the local Recovery Partition	✓	✓	✓
Bare metal recovery	Recover the system to its Factory state from USB Recovery Media to a blank disk when local system recovery is not possible.	✓	✓	✓
System Backup Recovery	Recover the system to the point in time the System Backup was created		✓	✓
Recovery Media creation	Install the system recovery environment to a USB Flash Drive or a USB Hard Disk. System Backups can also be saved to this media	✓	✓	✓
Enterprise Recovery Media	Share easily and quickly the same recovery media between all PCs of the same model (sharing the same Factory Image)			✓
Integration	Integration for the Enterprise environment using APIs and command lines. Ability to restrict specific features via a password			✓

THESE PARTNERS TRUST