

## Introduction

Creating and implementing a data backup and recovery plan is critical to protecting your practice. A data backup and recovery plan protects against hardware failure, accidental deletion of data, corrupted data, natural disaster, and theft.

Your practice needs to be protected against data loss, and IDEXX recommends that practices employ a multilayered strategy to data backup and recovery. Such an approach ensures that your data is backed up regularly to minimize downtime and the effort needed to get your clinic operational after a data loss.

**IDEXX recommends using both an on-site and a cloud-based data backup strategy** to provide the best defense of your data and business assets. IDEXX has certified an on-site backup solution utilizing RDX (also known as RD1000) technology with Softland Backup4all backup software. IDEXX also offers a managed cloud-based backup solution known as IDEXX Data Backup and Recovery Services.

In addition to data backups, IDEXX also recommends enabling a Cornerstone\* Practice Management Software feature called Unattended End of Day Database Copy. This process creates an extra copy of your database for added data security.

## On-site backup recommendations

There are many different options for on-site backups. IDEXX recommends automated backups using RDX cartridges with Softland Backup4all software.

### Important notes

- If you purge data, local regulations may require your practice to keep backups for as long as 3–7 years. Please confirm your data retention requirements with your particular state or province to determine the number of yearly backups to retain.
- For greatest assurance of the safety of your data backup media, IDEXX recommends storage of backup media either off-site or on-site in a data-rated, fireproof safe.
- Proper backup, verification, rotation, labeling, and storage of the data backup media are the responsibility of the practice.
- IDEXX does not recommend external hard drives and flash drives for backups due to the uncertain reliability of these devices and the possibility of the drive letter changing when rotating the media.
- DVDs (nonrewriteable) are an acceptable but not recommended solution for local backups. The approximate 5-year cost of DVDs is higher than the approximate cost of the RDX solution.<sup>†</sup> DVDs are also limited to very small backups of just 4.5 GB. RDX cartridges can back up a minimum of 70 times more data than DVDs.

## RDX media rotation

IDEXX recommends using 10 RDX cartridges. This approach allows you to have 7 rotating daily cartridges, one for each day of the week; 2 rotating monthly cartridges, one for even and one for odd months; and 1 yearly cartridge. The monthly cartridges would be used on the last business day of the month. The yearly cartridge would be used on the last business day of the year.

Minimum	Recommended
<b>5 total cartridges</b>	<b>10 total cartridges</b>
<ul style="list-style-type: none"><li>• 2 daily (rotating)</li><li>• 2 monthly (rotating)</li><li>• 1 annual</li></ul>	<ul style="list-style-type: none"><li>• 7 daily (rotating)</li><li>• 2 monthly (rotating)</li><li>• 1 annual</li></ul>

**IDEXX recommends that all practices back up their data using an RDX drive.** IDEXX-certified Dell\* dedicated servers have an integrated RDX drive and IDEXX-certified Dell\* peer-to-peer servers can use an external RDX drive for data backups.

## Cloud-based backup recommendations

A cloud-based data backup is one that is stored on multiple servers at a different physical location and accessed via the Internet. Cloud-based backups are inherently more reliable due to their physical and geographical redundancy. Cloud-based backups remove the risks of media and device management, including but not limited to taking media off-site, devices and media failure, and user error.

IDEXX recommends IDEXX Data Backup and Recovery Services because it is a managed service that is designed specifically with the Cornerstone software in mind. IDEXX will ensure your backup selections are configured properly for the Cornerstone software. IDEXX also performs a monthly verification of database integrity.

### Important notes

- To ensure that you are fully protected from data loss, any data that is not backed up to your cloud-based backup solution (e.g., digital images) must be backed up locally using physical media.
- The Cornerstone server and any relevant workstations must be connected to the Internet using a high-speed business-class Internet service. Internet performance does affect upload and download speeds. Cellular, satellite, or WiMAX\* Internet services are not supported.
- For practices with Cornerstone mobile computing, mobile computers must be synchronized with the server every day.

<sup>†</sup>A practice open 6 days a week would use 6 DVDs per week for 52 weeks per year = 312 DVDs. 5 years of DVDs = 1,560. Cost of 50-pack of DVD+Rs = \$25.25. \$0.505 per DVD multiplied by 1,560 = \$787.80 spent in 5 years on DVDs. The RDX backup solution charges \$149 for the drive and \$119 for each cartridge: \$149 + (\$119 x 5 cartridges) = \$744, a savings of \$43.80.

© 2016 IDEXX Laboratories, Inc. All rights reserved. • 09-81760-00

\*Cornerstone is a trademark or registered trademark of IDEXX Laboratories, Inc. or its affiliates in the United States and/or other countries.

All other product and company names and logos are trademarks or registered trademarks of their respective holders.

The IDEXX Privacy Policy is available at [idexx.com](http://idexx.com).