

Backup Service

(Powered by Veeam)

Protect Your Business, Secure Store Operations

Designed specifically for grocery retailers to safeguard retail operations from unpredictable downtime, TRUNO Backup Service (Powered by Veeam) offers **reliable offsite backups** and **in-store appliances** to ensure your critical business data—from Point-of-Sale transactions to inventory management—is securely backed up and easily recoverable when you need it most.

A server failure or cyberattack could bring your operations to a standstill, jeopardizing both revenue and reputation. That's why **we ensure your data stays secure, recoverable, and ready to keep your store running smoothly** without interruptions.

TRUNO Offers Three Backup Options:

- 1. Offsite Backup:**
Protect your business with daily, encrypted backups sent to secure offsite storage via Veeam Cloud Connect. Recovery times depend on internet speed, typically within hours.
- 2. Onsite Backup:**
Get faster recovery with a TRUNO-managed onsite appliance for hourly backups, reducing downtime and data loss. Local recovery completes in just 15–30 minutes. The appliance operates on a separate network for added security.
- 3. Onsite + Offsite Backup:**
For the best of both worlds, retailers can utilize both Offsite and Onsite Backups to ensure a quick, efficient recovery locally, while protecting their data from natural disasters and other disruptions offsite.

Customizable Backup Options: Choose between daily offsite backups, onsite backups for faster recovery, or both for the highest level of data protection.

Data Security You Can Count On: All backups are monitored by our TRUNO team 24/7 to ensure seamless protection against server failures, ransomware, or major in-store events.

Scalable for Grocery Retailers: Tailored for independent grocers with multiple locations, our solution grows with you and your business.

FAQ:

What is the Recommended Backup Solution?

We recommend considering your **Recovery Point Objective (RPO)** (how much data you are willing to lose) and **Recovery Time Objective (RTO)** (how quickly your system needs to be restored) to choose the Backup Option that best fits your store operations.

What are the Benefits and Drawbacks of all Three Options?

Option 1 - Offsite Backup:

- **Pros:**
 - Protects against local server failures and major in-store events (e.g., fire, flooding, viruses/ransomware).
- **Cons:**
 - Can only restore data to the point of the last daily backup (e.g., up to 24 hours of data might be lost).
 - Recovery speed is dependent on your internet connection and could take hours.

Option 2 - Onsite Backups:

- **Pros:**
 - Includes all the benefits of option 1.
 - Offers more frequent backups (hourly) for reduced data loss.
 - Faster recovery time, typically 15–30 minutes.
- **Cons:**
 - Higher cost due to the onsite appliance and associated fees.

Option 3 - Onsite + Offsite Backups:

- **Pros:**
 - Includes all the benefits of option 1 and 2
- **Cons:**
 - Highest cost due to onsite appliance, offsite data protection, and associated fees.

What Machines Should I Back Up?

We recommend backing up any machine that stores critical data or business applications, such as:

- **Point of Sale (POS) Servers**
- **Back Office Servers**
- **Workstations with critical data**

By ensuring these are backed up, you can safeguard your business operations and valuable information.

What are the Requirements for Implementing this Solution?

To implement offsite backups, you'll need:

- **At least 20 Mbps upload speed** from your internet service provider (ISP). You can check your internet speed using tools like Speedtest or Fast.com. Share screenshots of your results with your TRUNO representative if needed.
- If you don't meet the bandwidth requirement, **we recommend using an onsite appliance for backup.**

What are the Risks of not having a Backup Solution?

Without a robust backup solution, your business is at risk of losing critical data, including but not limited to:

- **Point-of-Sale (POS) data**
- **Customer data**
- **Item records, configurations, and settings**
- **Other vital business information**

Recovery could be significantly delayed, leaving stores vulnerable to data loss, downtime, and potential revenue disruptions.

How Long Does it Take to Restore Data from a Backup?

Recovery time depends on where your backups are stored and your internet speed:

- **Offsite Backups:**
 - With 100 GB of data and a 100 Mbps internet download speed, a full restore takes approximately 2 hours and 13 minutes. Faster internet speeds (e.g., 500 Mbps) can reduce this time to just under 30 minutes.
- **Onsite Backups:**
 - Recovery times are significantly faster, typically 15–30 minutes.

How is my Data Kept Safe During Backups?

We take multiple measures to ensure your data and backups are secure:

Centralized Monitoring:

- All backups undergo active monitoring to confirm successful completion.

Support Team Oversight:

- Our team is automatically notified of any backup failures and takes action as needed.

Choosing a reliable backup solution helps protect your business and keep operations running smoothly. **With TRUNO's tools and support, you can stay focused on your customers while we keep your store secure.**

Still have questions or need support? Contact your TRUNO representative today, and we'll help get you set up with the perfect backup solution for your business to safeguard your success and keep your store running smoothly.

TRUNO RETAIL TECHNOLOGY SOLUTIONS | 800 656 7108 | www.truno.com

TRUNO

TRUNO is the national leader in integrated retail technology solutions. With 45 years of experience and innovation, 13,000+ customer sites, unmatched customer service, and a best-in-class product portfolio, TRUNO provides secure, stable and integrated technology solutions empowering businesses of any size to succeed.