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February 25, 2010

IronGate Server Management & Consulting
Attention: Sean Costello
206 – 141 Pretoria Avenue
Ottawa, ON K1S 1X1 Canada

Dear Sean:

I wanted to take a moment to let you know how delighted we are with the performance and peace of mind that we have been enjoying with **Background Backup**, the managed data protection solution provided to us by IronGate Server Management & Consulting.

As you know, April 2010 will mark a full year since we switched our backup and business continuity systems over from the typical tape-based, scripted overnight backups, which were augmented with an offsite tape courier service. We were attracted to your platform by the strength and capacity of your fully managed, onsite / auto-offsite service model, which has proven capable of growing as we grow. Other benefits of the switch have been apparent throughout our organization, ranging from the automatic encryption and capturing of backups while laptops are being used offsite, to the easy-to-read protection reports we are emailed and the ease of performing on-demand, staff-initiated data restores.

Financially speaking, the 'unlimited support' that comes with your service has ensured that we know exactly how much our protection will cost for any given period, regardless of the number of restores or help calls we need to make – and Background Backup itself has saved us from countless hours of searching for a particular version or copy of a file, with its strong search and restore abilities.

Your end-to-end solution supports and calms our staff during times which would otherwise be quite stressful, and Background Backup ultimately enables us to focus and be more successful at representing our own clients.

I would be delighted to share my experiences with any organization considering engaging IronGate in a similar role.

Yours truly,

Eric Williams
Partner