



Still Betting on Tapes?

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JUNEAU, Alaska (AP) -- Perhaps you've experienced that sinking feeling when a single keystroke accidentally destroys hours of work. Now imagine wiping out a disk drive containing an account worth \$38 billion.

That's what happened to a computer technician reformatting a disk drive at the Alaska Department of Revenue. While doing routine maintenance work, the technician accidentally deleted applicant information for an oil-funded account -- one of Alaska residents' biggest perks -- and mistakenly reformatted the backup drive, as well.

There was still hope, until the department discovered its third line of defense had failed: *backup tapes were unreadable.*

"Nobody panicked, but we instantly went into planning for the worst-case scenario," said Permanent Fund Dividend Division Director Amy Skow. The computer foul-up last July would end up costing the department more than \$200,000.

Over the next few days, as the department, the division and consultants from two prominent outside consulting firms labored to retrieve the data, it became obvious the worst-case scenario was at hand.

300 boxes full of paperwork

Nine months worth of information concerning the yearly payout from the Alaska Permanent Fund was gone: some 800,000 electronic images that had been painstakingly scanned into the system months earlier, the 2006 paper applications that people had either mailed in or filed over the counter, and supporting documentation such as birth certificates and proof of residence.

And the only backup was the paperwork itself -- stored in more than 300 cardboard boxes.

"We had to bring that paper back to the scanning room, and send it through again, and quality control it, and then you have to have a way to link that paper to that person's file," Skow said.

Surprised?

Don't be. At ABACUS Online Backups, we've been warning clients for years about the unreliability of tapes. And we're not the only ones. A Storage Magazine survey, conducted in November, 2005 reported that as many as 77% of respondents agreed that "our tape backup failed to fully restore our data 50% of the time."

Why ABACUS?

Ok, I'm sold on the value of online backup, but why ABACUS? Compared head-on with its main competition, ABACUS offers an unparalleled combination of features. Please consult the following link for more information:

<http://www.abacusbackups.com/Compare/WhyABACUS/tabid/76/Default.aspx>