# What is eFolder Backup for Files?

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**Introduction**

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Welcome to this overview of how the eFolder *Backup for Files* service works.

eFolder Backup for Files is a service that backs up files from a computer to the eFolder cloud. More specifically, eFolder Backup for Files is a business-grade, file-level cloud backup service that provides automated backups from Windows, Mac, or Linux workstations, laptops, and servers, as well as Network-Attached Storage devices (or NAS devices), to the eFolder storage cloud. It also optionally provides local disk-to-disk (or D2D) backups or site-to-site backups at no extra charge to cost-effectively replace traditional tape or D2D solutions.

For the more technically minded, we’ll now briefly overview the technology and processes that eFolder uses to provide this service. eFolder Backup for Files has been designed to be a secure, reliable, efficient, scalable, modular, and portable data backup solution. All data that is backed up is locally encrypted before being sent to the cloud using an AES 256-bit encryption algorithm, approved by the National Security Agency for encrypting top secret data. The encrypted information is sent across an authenticated and secure (SSL/TLS) Internet connection to the eFolder cloud, where it is split into redundant pieces and guarded by silent data corruption protection technologies. eFolder’s cloud infrastructure uses strong cryptographic checksums and other methods to guard the integrity of the data that it receives.

Data in the cloud is hosted in secure data centers with multiple perimeter security barriers, biometric scanning, key-card-protected access, continuous surveillance, fire mitigation systems, redundant power feeds from multiple grids, UPS systems, on-site generators, and 24/7 onsite guards.

eFolder also uses additional technology that adds an additional layer of redundancy above and beyond normal data redundancy measures to offer additional protection against silent data corruption, which is the non-malicious alteration or loss of data introduced by a computing system without the error being logged. Silent data corruption can be introduced by physical failures, corrupted or buggy firmware, misdirected writes, driver bugs, filesystem bugs, and human error. eFolder uses algorithms for automatically detecting and repairing silent data corruption, including techniques such as strong block checksums, data pipeline integration checks, and encryption cipher modes that do not magnify the impact of single-bit errors.

Now let’s return to a more general overview of eFolder Backup for Files. eFolder Backup for Files delivers the features managed service providers (or MSPs) require for a true business-class and fully managed offering, including military grade security and data privacy; unsurpassed reliability and data integrity; additional on-site and cross-site backups for fast restores; tools for centralized service provisioning, reporting, billing, monitoring, and management; automated billing, ticketing, and reporting through integration to a professional services automation (or PSA) system, such as ConnectWise; audit trails, event logs, and disk usage reports; and the ability to backup data using Microsoft VSS, including the ability to backup Exchange and SQL servers.

eFolder partners re-sell the eFolder Backup for Files service under their own brand, meaning their own logo and marketing image. eFolder creates the partner’s brand using the branding information provided at the time the partner signs up to sell the service. Customers and their end-users see only the partner’s brand on all backup-related software and web sites. Partners can charge their customers whatever they want for their own branded backup service. eFolder charges partners only for the amount of storage they use in the cloud.

eFolder Backup for Files offers your customers peace of mind. Customers can sleep at night knowing their data is safe from local hardware failures, local or regional natural disasters, and other similar events that could threaten their most prized business possession—their business’s data. The bottom line is this: a business’s buildings and hardware can be replaced, but its data cannot—unless, that is, that business is using eFolder Backup for Files!