

## ServerExperts LiveDrive – Frequently Asked Questions

**Q: What are the advantages of using a virtual drive?**

A: A virtual drive makes use of cloud computing concepts to give you a storage space that you can access from anywhere. There are a number of advantages to this approach, such as having your data securely stored offsite from your business, being able to share documents with co-workers who are traveling or working remotely, and avoiding costly remote access software and hardware.

**Q: What makes ServerExperts LiveDrive a good solution for my business?**

A: Your ServerExperts LiveDrive virtual drive gives your business flexible, reliable storage that can be accessed from virtually anywhere you have an Internet connection. In addition the ServerExperts LiveDrive solution offers these benefits:

- Unlimited storage space and unlimited bandwidth usage
- Access to your data from a simple drive letter
- Web-portal options for access from your phone or a public/shared computer
- Ability to select a company-wide login or individual unique logins
- View and edit Microsoft Word or Excel files directly from your browser for those times when you are not using your own computer
- Place files in a password-protected public area eliminating huge e-mail attachments by sharing data securely with vendors or clients

**Q: Other companies provide LiveDrive/similar solutions, why should I select ServerExperts LiveDrive for my virtual drive needs?**

A: As you research these other options, you will find that ServerExperts LiveDrive affords a number of advantages when compared to similar services:

- ServerExperts LiveDrive is built for business, not home users
- There are no hidden costs and no unexpected storage or bandwidth charges
- There are no advertisements on your ServerExperts LiveDrive account
- We do not track your usage or sell your contact information like other providers
- Your ServerExperts LiveDrive account is backed by our 24x7 ServerExperts Remote Support service making sure that you have a real human available to help your business, not just an e-mail account or automated message

**Q: Can I access my data even if I am not connected to the Internet?**

A: Yes, with a caveat. You can designate files to be available when you are offline. This is very handy for times when you know you will not have Internet access such as during an upcoming flight. However, while offline you will not be able to see changes made by other users. Also, once back online, if you and another user modified the same file you will need to manually merge the changes.

**Q: How is data on my ServerExperts LiveDrive backed up?**

A: The ServerExperts LiveDrive solution uses multiple servers in multiple data centers to provide a full mesh system for data storage. Your data exists in multiple places within minutes of you placing it on your LiveDrive. This negates the need for nightly backups or for you to make any local copies of your data. Also, we store up to two previous versions of each file. This aids in recovery should a file be accidentally deleted or edited. As a best practice, ServerExperts does recommend that you keep a local copy of business-critical files on your system for those times when Internet access is not available or other issues prevent you from reaching your drive.

**Q: If I close my ServerExperts LiveDrive account, can I get my data from it?**

A: Yes! Everything you place on your ServerExperts LiveDrive is your data. If you decide to go a different direction with your data storage needs, you will be able to remove your data by downloading it to your local computer or server. When your account with ServerExperts is closed, your data will be wiped from our systems.