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Webmania Update: June 06, 2003

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As the information age matures, the value of data for Canadian businesses both big and small is also increasing exponentially. On this week's webmania ... Retrieving and protecting your data.

 SUPER-RON AUSTIN / www.actionfront.com

 SUPER-ROBERT OFFLEY / www.fusepoint.com

The most common form of data loss ... Hard drive or server failure or damage ... In many cases people looking to retrieve their valuable information will find themselves here ... at 'Emergency Data Recovery' in Toronto ... There are also 4 offices in the US and another in Tokyo. VP Ron Austin says the company is the top facility in North America for data recovery. Among the staff of dedicated data diggers ... There are 4 people committed to constant research on the latest drives and how to retrieve information. Austin says it constantly surprises him that individuals and businesses do not perform the back-up basics.

Austin says:

"Sometimes if they do back up they never actually test it to see if it's a good back or they never test a restore procedure too see if they can get going again."

Austin says his staff spends a lot of time with what he calls "emotionally delicate customers" who are desperate for their data.

Recent studies suggest losing data can be catastrophic ... Ernst and Young ... Says more than one third of Canadian businesses are not prepared for a disruption in business operations and that 36 per cent would not survive a major attack, disaster, or business interruption.

For many mid-sized Canadian companies ... Data loss is no longer an option and many are turning to i-t companies like Fusepoint. With offices in Mississauga and Vancouver ... The company provides what it calls a full management system ... Providing everything from back-up to virus protection to physically protecting a company's data ...

Offley says:

- "Were in a building which protected by NATO small bore bullet proof glass - again that's difficult for a company to have that on their own ...and we have many man traps and security areas to prevent people getting anywhere near where the computers are housed."

70 Canadian businesses now call this facility home to their valuable information ... And it's not just data that's backed up. In the event of a disaster, Fusepoint guarantees replacement of damaged equipment within 12 to 24 hours.

Topsites

And as far as your personal security ...

<http://security.symantec.com>

This is of special concern to anyone with a broadband connection ... Symantec has set up a site that can help you tell if your computer is up to the task of shielding you from potential problems.

Ask Jeeves initially gained fame back in 1998 www.askjeeves.com as being the "natural language" search engine that let you locate information by asking questions in plain English. Behind the scenes, at one point there were about 100 editors who monitored search logs. Today, Ask Jeeves depends on crawler-based technology to provide results to its users. It features a clean interface that makes for faster load times .. It has a spell-check feature that automatically corrects errors and like Google and Altavista ... It features picture, photo and news searches.

The PDA market got a little smaller this week with palm acquiring handspring.

www.palm.com

Handspring co-founder Jeff Hawkins came up with the original palm pilot... And while that design was a hot seller, there has been only a lukewarm

response to his more recent creation, the Treo, which acts as cell phone, organizer and wireless e-mail device. Executives from both companies say they understand the market realities and insist the merger is one born of business necessity.

www.webmania.tv

and there are links to all the sites we've mentioned at webmania dot tv. I'm Bill Hutchison ... CTV News.

