



PRESS RELEASE

British businesses labouring under false sense of security over data backup, survey suggests

UK companies are increasingly reliant on the confidentiality, availability and integrity of their data. Most are willing to invest to protect it, but many are finding that their backup facilities are letting them down. These are among the initial findings from the Department of Trade and Industry's 2004 Information Security Breaches Survey, conducted by a consortium led by PricewaterhouseCoopers.

The telephone survey of some 1,000 companies of all sizes found that:

- 87% reported significant dependence on electronic data (up from 76% two years ago);
- An overwhelming 88% found it easy or very easy to justify the cost of backup and disaster recovery facilities;
- Around two-thirds of large businesses suffered an incident in the last year where they had to restore significant data from backup (e.g. systems failure or physical theft);
- Roughly half the businesses that had a systems failure or physical theft suffered major disruption to their business operations, some for up to a month;
- As a result, 95% of companies had some form of backup facilities in place;
- However, these vary considerably, and may represent a false sense of security; for example, only a third of businesses store their backups off-site, and less than 20% backup their desktops;
- Only 8% of companies have tested their disaster recovery plans to see if they would work in practice.

The survey's findings on 'Backups and recovery' are published in a fact sheet sponsored by online data backup and recovery specialist Attix5. The full findings of the 2004 Survey will be launched at InfoSecurity Europe in London, April 27-29.



Chris Potter, the PricewaterhouseCoopers partner leading the survey, said:

“Many businesses do not realise the value of their data until it is too late. Others think they have good backup systems in place, but then discover they are unreliable when needed. Also, we often find it the case – and the findings support this – that IT staff are unaware of what data is business critical and so should be backed up. There is a disconnect between the boardroom and the IT function which is potentially dangerous. Despite 9/11, the vast majority of UK businesses are living on a prayer when it comes to disaster recovery.”

Roelou Barry, CEO of Attix5, added:

“The research reveals a worrying trend. Most businesses only backup their servers, yet critical business information is often distributed across the entire extended enterprise – from servers and desktops to laptops and mobile computing devices. That’s like only insuring the engine in your car and not worrying about the tyres and brakes. Businesses need to implement an automated online backup solution which can protect any type of data no matter where it’s stored or however a user is connected.”

ENDS

Notes to Editors:

1. About the Survey

The 2004 DTI Information Security Breaches Survey is the most authoritative survey about this issue in the UK. It is part of the Department of Trade and Industry’s work with British industry to understand the impact of information security breaches. It aims to raise awareness among UK companies and public sector organisations of the value of effective information security management.

The survey was conducted between October 2003 and January 2004 and is based on 1,000 telephone interviews with organisations of all sizes across all areas of the UK, plus a series of face to face interviews. A consortium led by PricewaterhouseCoopers is managing the 2004 survey. Other lead sponsors are Microsoft, Computer Associates and Entrust. Input has also come from the National Hi-tech Crime Unit, Royal Holloway, University of London, and the Information Assurance Advisory Council.

The full results of the seventh, biennial survey will be published at the InfoSecurity Europe exhibition and conference in London April 27-29.

Further information at <http://www.security-survey.gov.uk>.

2. Backups and recovery factsheet

The factsheet can be downloaded from <http://www.security-survey.gov.uk>, http://www.dti.gov.uk/industries/information_security or <http://www.attix5.com>.

3. About Attix5

Attix5 (www.attix5.com) is a leading provider of automated online data backup and recovery solutions to blue-chip companies and SMEs across industry. Attix5 technology offers clients highly secure and fail-safe protection against loss of critical business information, wherever the data resides, while reducing cost and risk normally associated with legacy backup solutions.

Attix5's customers include Accenture, Alexander Forbes, Pfizer, PricewaterhouseCoopers, Tiscali, RSA Security, Old Mutual, Mutual & Federal and Dimension Data. The company has strategic partnerships with PricewaterhouseCoopers and Cable & Wireless, and is RSA Security's exclusive global Premier Partner for online data backup and recovery.

About PricewaterhouseCoopers

PricewaterhouseCoopers (www.pwc.com/uk) provides industry-focused assurance, tax and advisory services for public and private clients. More than 120,000 people in 144 countries connect their thinking, experience and solutions to build public trust and enhance value for clients and their stakeholders.

Unless otherwise indicated, PricewaterhouseCoopers refers to PricewaterhouseCoopers LLP a limited liability partnership incorporated in England. PricewaterhouseCoopers LLP is a member firm of PricewaterhouseCoopers International Limited.