

Backup Policy

2021



الحاسب النشامل
Global Computers

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الحاسب الشامل

Global Computers



سلطنة عمان
مينة تقنية المعلومات

جائزة السلطان قابوس للريادة في الخدمات الحكومية الإلكترونية (2017) —
أفضل خدمة إلكترونية في المؤسسات الصغيرة والمتوسطة
سحارة الشامل - جوهيل خميبوتر



1. Introduction

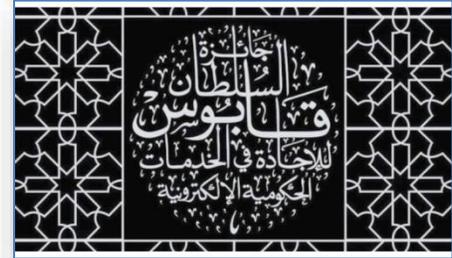
Global Computers is established 1999 to be a local software development company. Since the establishment year and we maintain 100% Omanization. Global Computers

We are very proud to be the Omani company that was selected to receive His Royal Highness Prince Charles visit in 2013. Since its establishment in 1999 and the Global Computers is maintaining a 100% Omanization. We are very proud with lots of Arabic and English projects delivered to our clients in both government and private sectors. We are very proudly would like to assist Small and Medium Entrepreneurs to run their business smoothly and effectively by introducing our package of systems. All these systems were developed to suite Oman market in very competitive prices. We are putting more than 30 years of our software development experience to serve our customer in a very friendly way.

Global Computers was awarded His Majesty Sultan Qaboos Award for best SME eServices 2018. Global Computers provided Saharat Al'Shamil (SAH) on our private cloud for the public users. The SAH is an Enterprise Resource Planner (ERP) solution that included on multiple modules such as Human Resources (HR), Finance, Sales, Purchase, Customer Relationship Management (CRM), Transportation and administration.

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Global Computers is committed to providing its services by trained employees on the latest technologies and software. Global Computers enforce the implementation of the software development using tailored ISO and IEEE standards to suit the Sultanate market. The implementation covers all steps starting from the user requirements and ending to the user acceptance test and deployment of the project in the production environment.



سلطنة عمان
مدينة ذبابة العتومات

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2. Backup purpose

Global Computers customers are carrying day to day work on their business. Everyday there will new information store on the hosting server running at Oman Data Park. We are trying to ensure the customer business does not disturb as well as business continuity in all cases.

Our servers are running automatic backup for all data and keep them in the specified location on ODP virtual server. This back is entire information for all transactions and other information. The backup is kept in case there is a need to retrieve or role back for any reason.

Once the backup is completed, we always make sure the files are correct and can be used to roll back if needed. This checkup is done on daily bases to ensure the correctness and completeness of the backup process.

3. Time

The backup process is starting at 1.00 AM every early morning to ensure there is no transaction currently going on. Even if there is an on going transaction the server locks it and keep it for the next backup.

4. Locations

Once the backup is completed, the files are transferred from ODP virtual server to our HQ office electronically and automatically. We keep 2 copies one in the HQ backup server and another on movable device to make sure we always having access to the backup.

5. Restore

We do not restore the backup unless we receive a request from our customers. Sometimes we restore the backup to the test server at HQ for trouble shooting purpose. Also, we request our customers to double check and test the system correct development in the test server.

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