



Clarix FileMaker's Business Resiliency Add-Ons

There are two options for FileMaker customers with mission-critical solutions. This guide breaks down how FileMaker Server Remote Backup and Standby Server work, what benefits they bring to customers, and the signals that point to a good fit, so you know when and how to bring them up with your customers.

FileMaker Server Remote Backup

Remote Backup is a cloud-based backup service for on-premises FileMaker Server customers. It automatically encrypts and stores FileMaker Server solution files in a secure, Clarix-managed cloud environment, providing an off-site backup copy separate from any local backup the customer already maintains.

FileMaker Server's standard backup can only store backups locally to the computer, which can put data at risk for hardware failures, physical disasters, or ransomware. Remote Backup provides off-site protection for customers where a local-only backup strategy represents meaningful risk.

How it works

- **Incremental Backups:** Leverages FileMaker Server's progressive backup capability and backs up only incremental changes every 20 minutes, minimizing bandwidth and storage overhead.
- **30-day Retention:** By default, remote backups are retained for 30 days before being overwritten. The Preserve Backup option retains specific backups indefinitely until manually deleted.
- **Encrypted Storage:** Data is encrypted in transit and at rest using industry-standard measures, stored in Clarix-managed data centers based on the customer's region.
- **Expandable Storage:** Base storage starts at 5 GB. Customers can purchase additional storage in 100 GB increments, up to a maximum of 10 TB total.
- **Multi-instance Support:** Under a User License, customers can configure Remote Backup for up to three FileMaker Server instances under the same contract.

Subscription, renewal, and expiration

FileMaker Server Remote Backup is an annual add-on tied directly to the FileMaker Server license it's attached to. Here are some key points to communicate to customers:

- **Mid-term add-on:** Can be added to an existing contract at any time; charges are prorated to the contract expiry date.
- **Cannot renew independently:** The underlying FileMaker Server license must remain active to renew Remote Backup.
- **Simultaneous ordering:** Remote Backup and additional storage can be ordered at the same time as the FileMaker Server license.
- **Tied to the FileMaker license:** The Remote Backup subscription term matches the FileMaker Server license term. If the license expires or maintenance lapses, Remote Backup capabilities are removed. 45-day grace period on expiry: When the subscription expires, backups stop. Customers have 45 days to download their backup files before Clarix deletes them.

Standby Server

Standby Server is an annual add-on for FileMaker Server 2026, or later, that allows customers to maintain a synchronized secondary server that is ready to take over in the event the primary server becomes unavailable. It is designed for customers who need to minimize downtime and protect business continuity in the event that their FileMaker Server environment experiences a failure.

How it works

- **5-Minute Sync:** The standby server synchronizes data from the active server at 5-minute intervals by default. Administrators can adjust this between 1 and 99 minutes via `fmsadmin` (the FileMaker Server admin command-line tool).
- **Manual Failover:** At launch, switchover to the standby server is manual. If customers route access through a domain name, DNS must also be updated at time of failover. Automated failover is planned for a future release.
- **No Constant Internet Required:** Day-to-day Standby Server operations do not require an internet connection. One is only needed to download the license certificate during initial setup and at annual renewal.
- **Up to 3 Instances:** Under a User License, Standby Server can be operated for up to 3 FileMaker Server instances. Concurrent Connection Licenses support 1 instance.
- **Add Mid-Term:** Standby Server can be added to an existing contract at any time; charges are prorated and aligned to the contract expiry date.

Subscription, renewal, and expiration

FileMaker Server Standby Server is an annual add-on tied directly to the FileMaker Server license it supports. Here are some key points to communicate to customers:

- **Fixed Annual Price:** Standby Server is priced as a flat annual add-on. The cost does not vary by number of users, concurrent connections, or site license seats.
- **Annual license customers** must renew Standby Server alongside their FileMaker annual license renewal each year.
- **Perpetual license customers** must have an active maintenance contract to be eligible to purchase or renew Standby Server. They must also renew the Standby Server add-on every year. Failure to renew means Standby Server becomes unavailable even though the FileMaker license remains active.
- **Expired maintenance:** If maintenance has expired, Standby Server cannot be ordered until maintenance is reinstated.

⚠ Set expectations early: Customers on perpetual licenses may not expect an annual fee associated with Standby Server. Proactively clarify this at the point of sale to avoid confusion at renewal time.

Upsell Positioning

Each of these offerings addresses a specific customer profile. Use the signals below to identify which customers are most likely to see value and time the conversation appropriately.

[Remote Backup] Customers with a Business Continuity Plan (BCP) or compliance requirement

Any customer in a regulated industry or who has discussed disaster recovery is a strong fit. Local-only backups leave a meaningful gap that Remote Backup closes with minimal operational overhead.

[Remote Backup] New FileMaker Server purchases

Remote Backup can be ordered at the same time as a new FileMaker Server license. Build it into the initial proposal for any customer who won't have an established off-site backup strategy.

[Standby Server] Customers for whom downtime is costly

Customers in operations, healthcare, field services, or any time-sensitive workflow who rely heavily on FileMaker availability are ideal candidates. The flat annual price makes it easy to justify.

[Standby Server] Renewal conversations with perpetual customers

Standby Server is a compelling add-on to surface at maintenance renewal for perpetual license holders. Be sure to set expectations about the annual renewal requirement upfront.

 Remote Backup and Standby Server are complementary, not competing. Remote Backup protects against data loss; Standby Server protects against service interruption. Customers with high availability requirements should consider both. Together they form a stronger BCP posture than either does alone.