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## iTunes Match vs. Google Music vs. Amazon Cloud Drive



By RYAN NAKASHIMA 11/28/11 01:51 PM ET Associated Press

React

LOS ANGELES -- In recent weeks, Apple, Google and Amazon.com have each launched the missing puzzle piece in their wireless mobile music systems.

Apple enabled storage and delivery of your songs over the Internet through iTunes Match. Google started selling music digitally. Amazon shipped an electronic-books device, called the Kindle Fire, that does much more than books.

With those additions, each system now lets you buy songs, store them on faraway computers called the cloud and retrieve them wirelessly on devices connected to the Internet.

But which system do you want to live with? It's a choice you can't make lightly because these companies don't play nice with each other. Once you've adopted one, it's hard to switch.

If this were the Music Cloud Wars, then Apple's iTunes Match would be winning - but not by much.

Here's a quick primer, along with a few ways to get in and around their digital barriers.

iTunes Match.

There's a good chance you are familiar with iTunes. The software is on millions of computers, and many of you have iPods, iPhones or iPads that let you consume content bought through the iTunes online store.

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ITunes Match is a \$25-a-year service on top of that. It sees everything you have in iTunes and matches it to copies Apple already has stored in the cloud. Songs not already there will be uploaded from your computer to a personal locker in the cloud.

It's alone among the three to let you download songs to iPhones and iPads wirelessly. That means a full copy of the song is stored for listening anytime, rather than streamed on demand over wireless networks, which can be spotty. There's nothing more annoying than having your songs stop and start as your connection flutters.

You can have up to 25,000 songs on the service, plus an unlimited number bought through iTunes – great for those with large music collections. Of course, most of you won't fit 25,000 songs on your device, so streaming is an option for songs you haven't downloaded yet.

If there's a tune you want to listen to offline, just tap an icon. It takes only a few seconds, and you can start listening before it's done.

One major caveat: You need an Apple device to use this, and specifically a newer one with Apple's iOS 5 mobile software. You're out of luck if you have a phone running Google's Android system, for instance.

Google Music.

Using Google's free Music Manager program, you upload music you own into Google's cloud. Unlike Apple, Google doesn't have songs preloaded, so this can take hours or days.

Google Music works best with an Android phone or tablet computer. You simply download the Google Music app to your device. Voila, your songs will be available for streaming. You can save songs for offline playback by "pinning" them with a digital push pin icon.

The service stores up to 20,000 songs, not including those bought through a companion music store run by Google. That's not as many as iTunes Match, but it's free.

I like Google's music store because it offers plenty of bargains. I found Coldplay's latest album, Mylo Xyloto, for \$5 – half the price on iTunes. Google plans to release lots of free music, too.

I also like that if you buy from Google's music store, you can share the songs with friends on its Google Plus social network. They get one full listen for free – that's something not available anywhere else.

One downside: Google's store isn't as extensive as Apple's or Amazon's. For instance, it's missing songs from Warner Music Group, which accounts for about 20 percent of music sold in the U.S.

Google Music also isn't a great option for users of Apple devices.

Google found a way to make the system work on iPhones and iPads through Apple's Safari Web browser. It has a surprising app-like feel because of the way menus respond to touch. But you won't be able to store songs on your phone for offline use.

There's also a trick for Apple users to take advantage of music deals: Download the songs onto a computer, put the music in iTunes and upload the songs into Apple's cloud through iTunes Match. It's not pretty, but it works.

Amazon Cloud Drive.

The new Kindle Fire completed Amazon's music system, though it's not required. It works fine on Android devices through the Amazon MP3 app.

Released in March, Amazon's cloud storage system is free for up to 5 gigabytes of storage – roughly 1,250 songs. If you bought Lady Gaga's latest album, "Born This Way," in a 99-cent promotion in May, you'll have 20 GB of space – good for about 5,000 songs.

Amazon's uploader works about the same as Google's. It could take hours or days to get your songs into the cloud. But once there, you can stream or download songs to the Kindle Fire or to Android devices.

Like Google, Amazon sells songs and albums at a discount to iTunes, and its long-running music store has a selection comparable to iTunes.

Amazon has also found a way to make its system work on Apple devices, using Safari as well, but that workaround is clunkier than Google's and doesn't support downloads either.

One other downside to Amazon's service is that you'll likely have to pay for cloud storage, as you do with iTunes Match.

Having 5 GB of storage for free is kind of meaningless because most mobile devices have that already. The Kindle Fire comes with 8 GB on board. For a limited time, you can get 20 GB of storage for \$20 a year – and most music files won't count against the total.

Although there are things to like about Google's and Amazon's systems, they both favor streaming, which isn't how I want to listen to music when I'm not at a computer.

Apple's iTunes Match is fundamentally more oriented to work with downloading in mind, and it meshes well with your existing song library, either on your device or on your computer.

The iTunes store is also set up better – showing what's new and popular, and acting as a barometer of popular culture. Google promotes what's free and Amazon emphasizes its bargains, but those picks aren't always what I'm looking for.

Ultimately it's great to have cloud services out there. It has helped me organize my music collection and reconnected me with songs stuck in the recesses of my computer.

In the end, though, these services ought to be as free and easy to access over multiple devices as email is. Instead, they come across as tools to get you to buy this or that device. And we shouldn't be made to pay for a song once and then again when we store it.

Music in the cloud has promise, but it hasn't fully delivered just yet.

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# With iTunes In The Cloud, Apple Under-Promises And Over-Delivers

	MG SIEGLER
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Tuesday, August 30th, 2011



As the summer winds down and we near the fall, we know two things are for sure about to enter existence in the world of Apple: iOS 5 and iCloud. Given that both offer third-party developers various opportunities, both are in the process of being tested by that community. And that means things are starting to leak out. Tonight brought perhaps the biggest surprise revelation yet: iTunes in the Cloud will support *streaming* as well as downloading of music.

Now, before everyone works themselves into a tizzy yelling "FIRST!!!", yes, it's true that other music services have offered cloud-based streaming before — notably both Google Music Beta and Amazon Cloud Player this past summer. But neither of those is iTunes, the largest music retailer on the planet (online or "offline"). And there are plenty of other services that are streaming-only. It now seems certain that this fall, iTunes will offer both cloud downloading *and* cloud streaming.

And this is a big deal because during the iCloud unveiling at WWDC in June, Apple didn't say a word about streaming. This led everyone to believe the feature wouldn't be implemented when the service launched — a disappointment, for sure. But it now appears that Apple pulled the old "under-promise, over-deliver" trick. iTunes Match went live to developers for testing earlier tonight and music streaming from the cloud <u>is already up and running (http://www.macrumors.com/2011/08/29/itunes-match-allows-both-streaming-and-downloading-of-music/)</u>.

It's entirely possible that Apple didn't announce streaming at WWDC because they didn't yet have the music labels' permission for the feature and now they do. It's also possible that they don't feel they need the labels' permission — after all, neither Google nor Amazon obtained it before launching their services, and both are still live. It's also possible that the <u>MP3tunes decision</u> (<u>http://torrentfreak.com/mp3tunes-wins-in-landmark-cloud-piracy-case-against-emi-110823/)</u> last week affected Apple's position. Regardless of how it happened, it happened. And that's great news for everyone.

It also shows Apple's prowess when it comes to the little customer delights. Apple announced iTunes in the Cloud and people were excited, but a little letdown by the functionality. But Apple was also announcing it at least four months prior to launch — something they don't typically like to do with products. When iTunes in the Cloud finally does fully launch, Apple probably wants a few other surprises to show off at the unveiling (undoubtedly at the fall event, which typically is focused around music). One of those can now be music streaming from the cloud (though a bit spoiled by the developer leaks tonight).

## Amazon Beats Apple And Google To Cloud-Based Music Storage/Streaming

MG SIEGLER Monday, March 28th, 2011



Well, the rumors were true. Not only is Amazon entering the "music locker" space, they're doing it before both Google and Apple — as their "Cloud Drive" and "Cloud Player" have just gone <u>live (http://www.amazon.com</u> /b/ref=amb\_link\_355091782\_4?ie=UTF8&node=2658409011&pf\_rd\_m=ATVPDKIKX0DER&pf\_rd\_s=center-<u>2&pf\_rd\_r=1XCE7Q7BHQQA2C69H0SW&pf\_rd\_t=101&pf\_rd\_p=1291940422&pf\_rd\_i=163856011</u> on their site tonight.

<u>Cloud Drive (https://www.amazon.com/clouddrive/learnmore)</u> is the name Amazon is giving to its media storage space on their servers. They give you 5 GB of storage for free and allow you to access the media from any computer. Cloud Player is the name of yes, the actual player. And it comes in two flavors: a player for the <u>web (https://www.amazon.com/gp/redirect.html</u> /ref=amb link 355702102 2?location=https://www.amazon.com/gp/dmusic/mp3/player& token=661ABEA050EC7ED103349320C53489637F654274&pf rd m=ATVPDKIKX0DER&pf rd s=center-3&pf rd r=1PFKDQWGBTRZK80JMDHH&pf rd t=101&pf rd p=1292120922&pf rd i=2658409011), and one for Android (http://www.amazon.com/gp/feature.html/ref=amb link 355702102 4?ie=UTF8&docId=1000454841& pf rd m=ATVPDKIKX0DER&pf rd s=center-3&pf rd r=1PFKDQWGBTRZK80JMDHH&pf rd t=101& pf rd p=1292120922&pf rd i=2658409011) devices. You'll note an absence of an iOS player...

A bit more:

 Any album bought through Amazon MP3 is stored for free in your Cloud Drive — a very nice north Best 10 Cloud Storage Cloud Storage Comparison

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## The "Top 10 Best Cloud Storage Companies" Reviewed!

TheTop10BestOnlineBackup.com , the smartest way to determine your best options for the most secure and affordable cloud storage services online. Our reviewers take an impartial look at the hundreds of cloud storage companies on the market right now and select the top 10. Our reviewers examine the products and services of each cloud storage company, first hand and report to you. Don't waste another minute leaving your files vulnerable to irreversible deletion, make the move to cloud storage now.

The Top 10 Best Cloud Storage List		e List	Updated: <u>24th January 2012</u>				
RANK	COMPANY	PRICE	STORAGE	MONEY BACK	PERFORMANCE	SCORE	REVIEW
1	just cloud .com	FREE (Limited Time)	Unlimited	Anytime	Reliability: Speed:	98%	
2	📣 zip cloud	\$4.95	Unlimited	Anytime	Reliability: Speed:	95%	
3	livedrive	\$7.95	2TB	14-Day	Reliability: Speed:	93%	
4	myPC Backup.com	\$4.95	Unlimited	Anytime	Reliability: Speed:	89%	
5	SugarSync	\$9.95	60GB	None	Reliability: Speed:	88%	
6	#mozy	\$9.95	50GB	None	Reliability: Speed:	85%	
7	<b>IB</b> ackup <sup>®</sup>	\$9.95	20GB	None	Reliability: Speed:	84%	
8		\$8.25	Unlimited	Non-refundable	Reliability: Speed:	84%	
9	Stropbox 5	\$9.99	50GB	None	Reliability: Speed:	83%	
10	Ses Online Backup	\$9.99	50GB	30 Days	Reliability: Speed:	81%	

#### View Our In Depth Comparison Chart



After our great user experience we decided that the #1 Cloud Storage provider is Just Cloud.

Visit Just Cloud

#### Why Cloud Storage?

98%

With most homes now totally relying on their PC to store all their photos, videos, music and documents Cloud Storage is a must, especially with increasing computer viruses and hard drive crashes due to inferior components continually being used by big brand suppliers.

#### **Cloud Storage Articles**

#### The Latest about Cloud Storage in the Technology World

When you think of Cloud Storage it is growing by leaps and bounds as more and more people use the internet for their daily business needs. You will be surprised to know of how many people who are aware of the term and have used this kind of storage option for themselves. Cloud computing is all web based and people get to share common resources in the form of software that allows them to access their information from anywhere. This works to be an off the site information storage space that is provided as a service. There are third parties that operate and administer this either as an absolutely free or paid service. Therefore, you get to not only save your precious data on a hard disk but also on some distant commonly shared server so that in case of an emergency you will still have all the data intact. There are plenty of such service providers and they are growing by the day since there is a demand for this kind of service. The free ones get you storage space of a minimum amount whereas the paid ones enable you to opt for the amount of storage space that you will require. There are plans and packages in place for <u>cloud storage</u> and you can choose from one that best suits your individual as well as business needs. Also, check out the credentials of the service providers before you opt for them.

#### The Demerits of Cloud Storage in Cloud Technology

Cloud technology and online storage is the latest in the world of technology. However, just with everything else in life, it too has demerits linked with it. The moment that you opt for <u>cloud storage</u> options you lose control. The data that you store is not with you but in the hands of a third party owner. This means that you are not in the possession of the data the way you might have been in the case of having had it on your laptop. The other major demerit looming large is what if the company that you have entrusted to store your data online decides to shut shop and vanish. This could mean that all your data also vanishes along with them. That is the reason it is all the more imperative that you select a company that has been around for a long time and you can go on to bank on them. The other thing about the online data is how secure and well protected it is going to be. You do not want your data to fall into the hands of hackers or get virus infested. The right kind of encryption processes need to be in place that use the best and most updated of technologies. This will enable you to be able to know for one hundred percent that your data is in good hands. You can also go on to choose a password that is really strong and cannot be hacked easily. However, even with some drawbacks, the benefits still greatly outweigh them.

#### How do I use Cloud Storage to its Maximum Potential?

<u>Cloud Storage</u> is the latest buzz in the IT world and it grants several merits to its users. If you have been left asking 'what is it?', then read on to find the answers. It is a storage option in the virtual cloud space online. It is usually a public space that you can buy access to as your needs increase. I have used this kind of storage option and found it to be easily accessible in the most convenient of ways. Also, when you get the options of buy as you need, you do not have to spend money unnecessarily on more storage options when you would not need them. The providers of this service have the requisite infrastructure in place and whenever I need to scale my storage options further I just need to contact them. They use a grid form of architecture that allows users in different diverse locations to be able to gain access from a single storage point. These users can be using any kind of these two technologies that are there in the form of tight or loose clusters. The storage manager will be able to see the final interface. The user will get several benefits coming their way by the use of this model of cloud technology. They will be able to affect their bottom line greatly if they were to implement this and get themselves the winning edge for their enterprise in the easiest of ways.

#### Cloud Storage and Secure Syncing

File storage and secure syncing for small businesses and individual users using cloud storage has changed how we store our important documents and other files forever. It has made files more accessible and has allows small businesses and individuals to take their documents wherever there is an internet connection. Several companies offer this type of cloud service and now almost everyone uses this type of service. Public cloud storage is especially beneficial to businesses and allows all employees to have access to certain documents. Now businesses never have to worry about losing important files because they were not backed up. In addition, cloud technology synchronizes all files to any computer or mobile device so not having a document with you is a thing of the past. Some companies that offer cloud technology to users not only have file storage and synchronizing to any device but some companies include security. Some are able to keep data without actually storing it and keeping it secure. Overall, this technology has made data storage easier and has changed the way that we back up and store our files. The technology is very easy to use and offers a safe, secure and easily accessible way of storing files. Businesses and individuals have benefited greatly from <u>cloud storage</u> and will continue to do use it in the future. If you are looking for the right cloud storage solution, then check out any of the companies that we review on the front page. You can get some terrific information to assist you in your final decision.

#### Cloud Storage and the Speed of Doing Business

Cloud storage has become an absolute necessity in the world of business from the small mom and pop stores to national changes and major corporations. With a global move towards green technologies, <u>cloud storage</u> services are an ideal way for companies and private

users to move quickly towards a paperless world. Data centers are now converting to solar and wind power in many parts of the world to reduce the drain on global energy resources and cloud storage users are benefiting and making it a possibility. In concert, the changes to the way the world transmits and receives data with the cloud as an intermediary, will bring about major reduction in overall power consumption, thus reducing the need for fossil fuels. 2012 will bring a lot of changes in technology when it comes to cloud storage and other cloud services. We can expect to see a lot of new and faster ways in which to store our files instantaneously as ISPs implement new technology on a mass scale. In 2010 and 2011, ISPs throughout the US have had new methods of data transfer in beta testing and with those tests being highly successful, the roll out of that technology will start taking place around the middle of 2012. This will mean much faster transfers but also seamless continuity in streaming. Because of the major increase in devices requiring bandwidth, ISPS simply had to increase their speed or potentially fall by the wayside.

#### Cloud Storage is not a New Technology

Cloud Storage has been around for a very long time and it was not until someone put a catchy phrase with it, that it suddenly took off. If you own a computer or an Xbox, iPad or Kindle, then you are probably already familiar with or now familiarizing yourself with what cloud storage can do for you. Pretty neat stuff right? Over the holidays, I had to explain what cloud storage is to several older family members. These are people in their late sixties and early seventies that are still vital and love new technology. Most were given some type of Kindle type device and had to have it setup as simply as possible. Trying to explain cloud storage did not prove to difficult. It is where your files are saved off of the device in your hand. Simple enough and easily understood. The big problem came in explaining how to actually use the device and the touch screen, but that is a completely different story. <u>Cloud storage</u> is a household word now and in your household, if that is not yet the case, then it soon will be. Your television shows will be stored on the cloud, movies, music, and family photos. It is just the next step in where we are going with technology. Luckily, there is not too much hands on experience required and most of the new devices already have it setup automatically, so the inclusion of this new technology really will not take too much effort on your part.

#### Latest Customer Reviews for our Top 10 Cloud Storage companies

WPC Back Value For Money Reliability And Uptime Customer Service Technical Support Features Storage Space Bandwidth Tech Response Time Ease of use	Salaksi Salaksi Salaksi Salaksi Salaksi Salaksi Salaksi Salaksi	Protection from hard drive crashes I work at a local electronics shop, and I can't tell you how many people come in with their computers because their hard drives crashed and they can't get to their files. I tell them all the same thing: Back up your files online! It's the only way you can make sure they're safe. I use MyPC Backup and I recommend it to all of my clients.
Value For Money Reliability And Uptime Customer Service Technical Support Features Storage Space Bandwidth Tech Response Time Ease of use	****** ****** ***** ***** ***** ***** ****	Thanks for my referral to ZipCloud More Reviews Taylor of the internet for an appropriate storage solution i found zipcloud referred to me by this site. Zipcloud have a really nice website and a funky little animation (i'm a sucker for flash). The product is great, the free trial is small so i had to signup pretty quick but i am glad i did. It works great. Thanks for the advice, keep up the good work.
livedriv Value For Money		Yes, there is a Free Trial I was recently in the market for an online computer backup program. I

Value For Money	<b>SCICICICS</b>
Reliability And Uptime	<b>Scicicit</b>
Customer Service	<b>Science</b>
Technical Support	<b>WORKSHOR</b>
Features	<b>SCROOT</b>
Storage Space	<b>SCROUT</b>
Bandwidth	<b>Scicicit</b>
Tech Response Time	<b>Scicicit</b>
Ease of use	<b>SCROUT</b>

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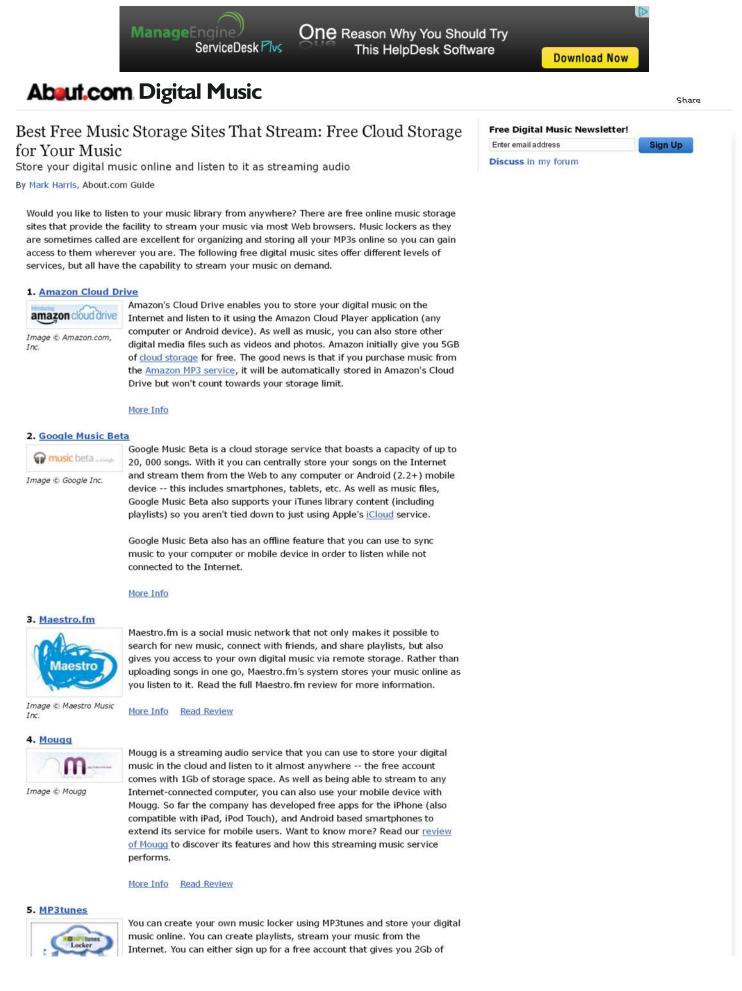
Reliability And Uptime 🛛 📽 🖄 📽

### Just CLoud - Just Great!

for what the software had to offer.

As a webmaster of a few websites, I needed something offsite to backup all my clients important files and documents, Just Cloud seemed to fit the bill and boy am I glad I went for them. Excellent service, easy to use, and great value for money! - I will

looked at a lot of different options. Livedrive was one of the programs I was considering, but rumor had it that they don't offer a free trial like most of the other programs do. Well the rumor was wrong and I was excited to try the 2 week free trial. It gave me a good feel Best Free Music Storage Sites That Stream - Free Cloud Storage for You...



Best Free Music Storage Sites That Stream - Free Cloud Storage for You...



storage, or go for 'paid for' storage that enables you to store 50-200Gb of music depending on your subscription level. You can also store videos in your MP3tunes locker using various freeware programs such as the <u>Download Helper</u> Firefox plugin that grabs media from YouTube etc.

More Info

#### 6. MusicPlayer.fm



MusicPlayer.fm gives you online storage to stream your music collection wherever you may be. You can also use the service to easily search for a track to play and organize your collection using playlists. There's also the option to create your very own digital radio station based on your favorite genre.

More Info

#### 7. Deezer

Deezer is a free and legal music service that also offers an unlimited amount of storage space for your MP3 music collection; the only limit is that you can't upload MP3 files that exceed 10Mb. Deezer is an on-demand streaming audio service - meaning that you can listen to your music practically anywhere in the world. Other benefits include creating and sharing playlists with the Deezer community and making Deezer radio stations that other members can tune in to.

#### More Info

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## mSpot brings cloud storage and streaming music service to Android

Posted by Joe on May 26, 2011 | no comment | Filed under : Streaming Media

<u>Google</u> has been a little busy sending out invitations for its <u>cloud storage</u> service, but that hasn't stopped others from rolling out the same. If you're still waiting for that invite, you might want to check out a new service from mSpot. Actually, there are two new services that work hand in hand. The first is that cloud <u>storage</u> service. The second is streaming radio. You might like your Pandora or Slacker — even the new <u>Slacker Premium</u> — but mSpot's streaming service adds a personal twist that the others don't quite have.



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#### 2TB Cloud Storage: \$16

Appears on your computer like any disk drive. Access files anywhere. www.livedrive.com <u>The cloud</u> storage works as you might expect. You can head over to <u>mspot.com</u> and sign up for a free <u>account</u>. From there you can upload your <u>music</u>, up to 5GB for free. After you download the <u>Android</u> app, you can access those songs from the cloud. This is clearly a feature that we'll see more of in the coming months and years. Everyone seems to be releasing a cloud storage service, since it means streaming without using on-device memory. mSpot is also offering a premium plan, which allows you to upload 40GB and access those songs from up to five mobile devices (from the free plan you get just one device). That costs \$3.99 per month, which is pretty reasonable given the cost of other music services.

AdChoices AdChoi

service. That might not sound much different from what we see from so many



other apps. But this has an interesting twist, since it determines your tastes based on the music you upload. This is easier for the user than defining the bands and genres you enjoy. With mSpot you can skip all that and move right onto the listening part. As long as it doesn't play too many songs from your actual locker — that would pretty much defeat the purpose — it figures to provide a personalized radio station on the level of Pandora and Slacker.

In addition, mSpot has its own collection of genre-based streaming radio stations. With these you can flag a song, so that you can purchase it later. This works right with the Amazon MP3 store, which you very well might have on your Android device already. It also provides lyrics for songs, which is another popular feature.

Basically, mSpot takes features from other popular music services and combines them into one. It certainly has its shortcomings, but as a free offering I haven't seen much better. Once you sign up for your free account at mspot.com, head to the Market to download the mSpot app. From there you should be off and running.

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#### Android Accessories

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### **Online Storage Services Review**

18

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#### Why Use an Online Storage Service?

At any given time, the precious and irreplaceable files stored on your personal hard drive are susceptible to damage through a vast array of threats, from accidental erasures to natural disasters. **Online storage services** provide an easy and convenient way to safeguard your documents, photos and music files from such threats. Your files are backed up and the copies are stored online, where they are safe, secure and accessible from any internet connection. If your original files are ever damaged or lost, you can easily restore your files. Many online storage services also allow you to share your files with others, typically through a link to a folder with the files you want to share.

There are many excellent players in the industry, including <u>SugarSync</u>, <u>Egnyte</u> and <u>OpenDrive</u>. Our comprehensive reviews, side-by-side comparison and <u>articles on online storage services</u> are designed to provide information to help you make an informed decision on which service is right for you. At TopTenREVIEWS We Do the Research So You Don't Have To.

#### 2011's Best Web Hosts

Web Hosting Prices, Reviews & Ranks Which Web Host Fits You Most? www.Consumer-Rankings.com/Hosting

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#### Online Storage Services: What to Look For

Online storage services all provide the same basic functionality of internet <u>data</u> storage, but they can differ greatly when it comes to features and storage space allotments. Before choosing a service, it is crucial to evaluate your storage needs and the quality of the service. The following are the criteria we used to assess the top online storage services in our lineup.

#### Features

Online storage services should provide practical features that make uploading, accessing and sharing your files easy. We looked for the ability to share files, schedule backups and create sub-accounts for additional users. An online storage service should also provide remote and mobile access to your account, so you can access your files from any internet connection no matter where you are.

#### Security

Security should be a top priority when it comes to choosing an online storage service. Online storage services should employ robust security measures to safeguard your files during transmission and when stored on their servers. These should include, but aren't limited to, SSL encryption when files are transferred, password-protected accounts and multi-level security.

#### Storage Space

The best online storage services offer ample storage space for a reasonable price. In our lineup, we included services that provided several gigabytes of storage for a low monthly price.

#### Ease of Use

We looked for online storage services that are powerful yet simple enough for the average consumer to understand and use. A clean, intuitive account interface should foster easy navigation, and uploading files and <u>software</u> installation, if required, should be straightforward. A good online storage service will allow you to begin uploading files to your account within a few minutes.

#### Help & Support

Even the most user-friendly online storage services should be supplemented with useful help and support options. Troubleshooting and technical resources should be available, including tutorials, FAQs, user manuals and community forums. Direct customer support should also be offered by the manufacturer via telephone, email or online chat.

Online storage services provide secure and easily accessible cloud storage that allows you to view and share your files from anywhere, anytime. You can free up space on your hard drive while ensuring you'll never lose your personal files.

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