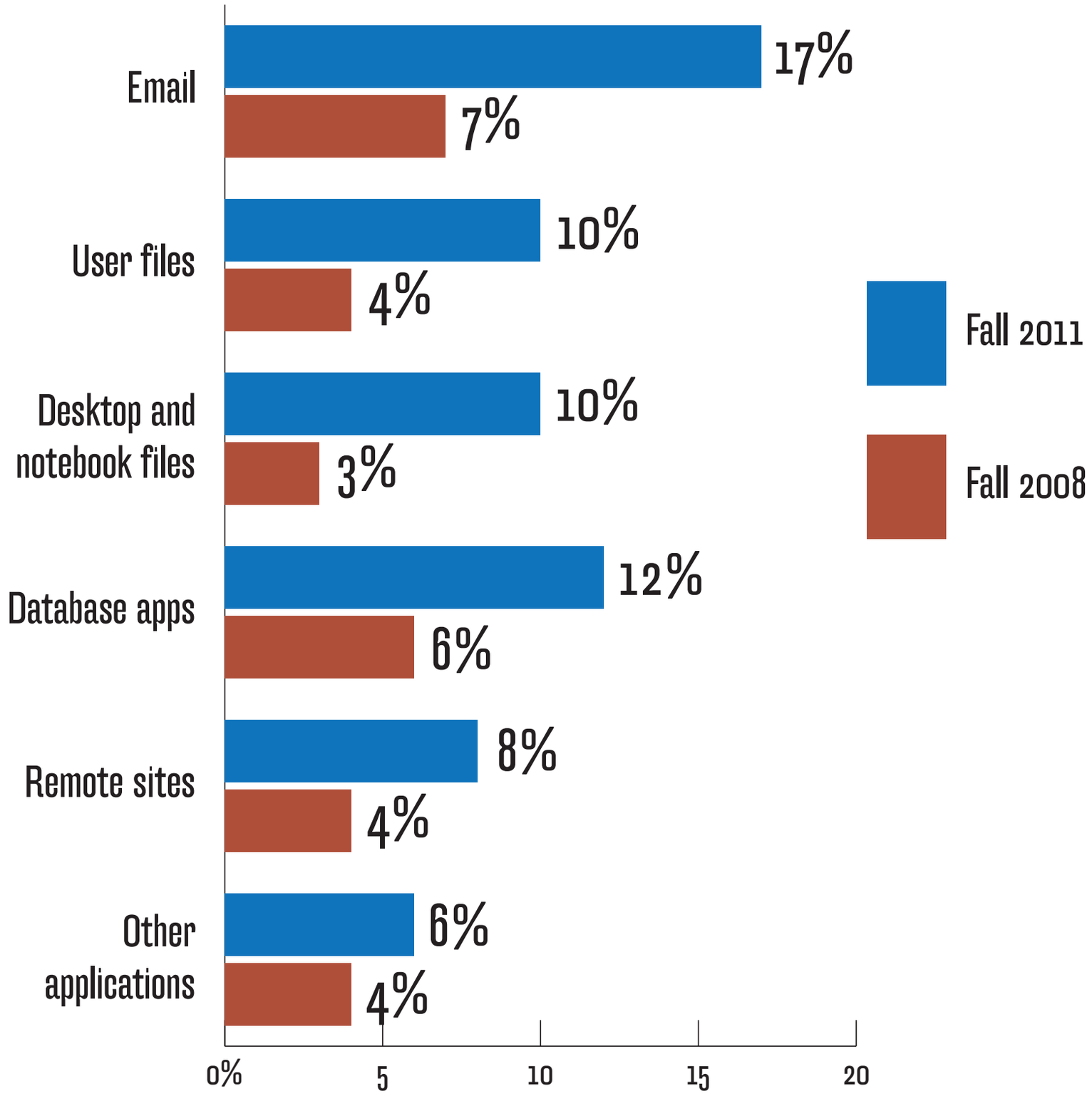2011 vs. 2008: Use of cloud backup services