Are You Ready for a Non-stop World?

Non-stop operations, total data protection.

A Business Continuity Service that Deploys in Just 24 Hours, with No Capital Investment.

Even a few hours of downtime can threaten your survival.

Overview

Small to medium sized businesses like yours are so dependent on computers that even a few hours of downtime threatens their very survival. Consider the ramifications to your business of the following scenarios:

• Key IT staff are unavailable due to a pandemic outbreak
• An outage resulting from severe flooding means email and other key applications are down
• Customer records are lost due to a virus attack

Business Challenge

Company's like yours – the "heart and soul" of the world's economy – must operate non-stop if they are to stay competitive in today's on-demand business environment. Interruptions due to unexpected system failures, outside threats, or natural disasters, effect sales, service, and productivity, and may threaten your company's very survival.

Small to medium sized businesses have the same, if not greater exposure to risks from unplanned outages – such as virus attacks and computer theft – as their larger competitors, but tend not to have the resources to manage their IT infrastructure in the same way.

Solution

What's needed is an affordable and manageable way to ensure non-stop business operations and total data protection. Introducing a new turn-key business continuity service that helps small-to-medium businesses like yours ensure continuous availability of applications and data, even in the event of a critical systems failure or disaster, without additional IT infrastructure costs.

This solution is delivered as a hosted turn-key managed service, so it helps small and medium sized organizations meet their continuous availability needs within the limits of their staff and budget—an important way to help IT address business and compliance accountability in a challenging economic environment.

How Do We Do It? Software as a Service (SaaS)	We do it using SaaS, which stands for Software as a Service. SaaS is a software delivery method that provides access to software and its functions remotely as a Web-based service. SaaS allows organizations to access business functionality at a cost typically less than licensed applications since SaaS pricing is based on a monthly fee. Because the software is hosted remotely, users don't need to invest in additional hardware. SaaS removes the need to handle the installation, set-up and often daily upkeep and maintenance of a system.

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Benefits

- Reduces up-front capital investment and minimizes business disruptions — during implementation and beyond.

- Guarantees zero downtime

- Typically deploys within 24 hours by an authorized partner

- Provides continuous application availability, from anywhere

- No need to purchase hardware and software, or invest in extra IT staff — improving IT efficiency and decreasing costs.

Enterprise-Class Business Continuity with No Capital Investment

This service is a comprehensive, turn-key Business Continuity solution for small- and medium-sized businesses, especially those that have limited IT resources and budget. It's a subscription-based, managed service that eliminates the need to purchase, install, oversee and support hardware, operating systems, application software, BC/DR software and DR data center facilities — helping you avoid up-front capital expenses and excessive deployment time and demand on IT resources. The solution provides automated 24x7 BC/DR, can be typically installed in less than 24 hours without any disruption to your operations and includes a state-of-the-art, top-tier DR data center and experienced IT staff.

1. Business Challenge

Business as Usual, Even during an Unplanned Outage

Regardless of your company's size, you need to simply and cost-effectively ensure the availability and recoverability of your files, email, databases and other business applications. It is critical for small- and medium-sized businesses like yours to have a business continuity and disaster recovery plan and solution in place.

Organizations that do not employ a Business Continuity solution are at substantial risk. Even minor interruptions can cause you irreparable harm by negatively affecting employee productivity — as well as customer service and satisfaction.

Obstacles to Investing in a Traditional Business Continuity Solution

Businesses today face constant challenges from increasing competition, declining budgets and thinning margins. These economic factors can prevent them from implementing a traditional Business Continuity solution that not only requires redundant hardware, software and networking, but also a secondary facility for disaster recovery use — all of which demands up-front capital investments that most small- and medium-sized businesses simply can't afford. Besides the up-front capital investment, a traditional Business Continuity solution necessitates the involvement of knowledgeable and experienced IT staff for planning, implementation, test and support, especially with a remote DR site — another luxury that many companies just don't have.

In addition, planning, implementing, testing and supporting a comprehensive BC/DR solution takes time away from IT staff that might be needed for other critical projects — like growing the business and providing the excellent customer service that sets you apart from your competitors.

2. Solution

A Comprehensive, Managed Business Continuity Service

Our Business Continuity Solution is sold as a managed and hosted service that provides secure, real-time server replication with automatic failover for data protection and high availability.
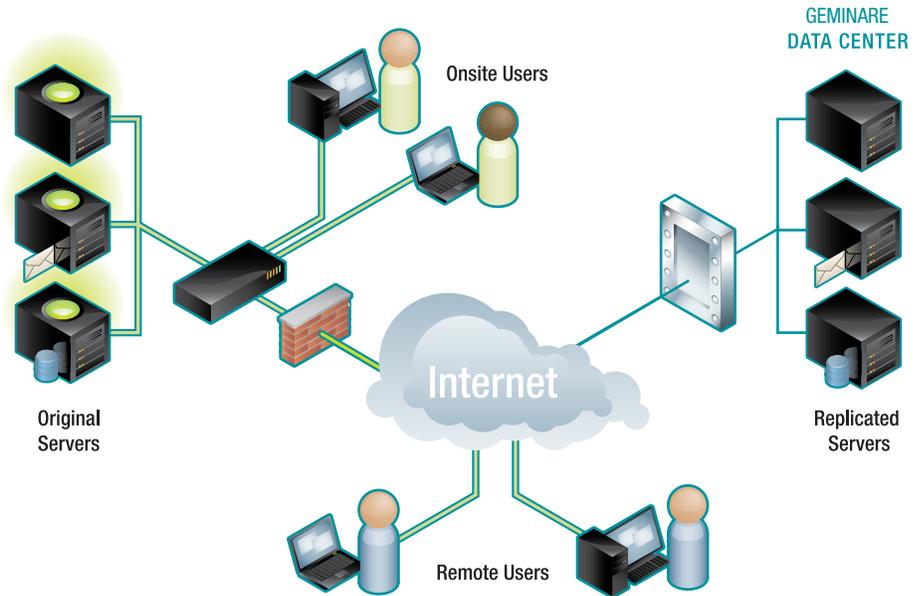
Business as usual even during an unplanned outage.

Avoid extensive capital and administrative costs.

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This new service offering is based on an award-winning high availability software solution and utilizes a state-of-the-art DR facility and Web-based provisioning, management and reporting tool. We mitigate the risk of downtime by offering you high application availability that helps resolve your concerns about implementing a Business Continuity solution: namely, the management of complicated and time-consuming provisioning and configuration processes and a lack of IT resources, expertise and budget.

Our service can typically be implemented in under 24 hours by an authorized partner with minimal customer involvement and no disruptions to your business. Failover after a planned or unplanned outage is transparent to your end-users — who typically continue working without any interruption — even if they have to work from a different location after a complete site loss.

Moreover, our pricing is subscription-based, so you can easily budget for this business-critical service while avoiding extensive capital and administrative costs.

Secure, real-time, server replication with automatic failover.

Our Business Continuity service protects your operation by replicating all operating systems, applications and data in real time to our top-tier data center managed by experienced and knowledgeable IT staff. In case of a complete site loss, your employees can access their applications securely across the Internet from any remote location.

Flexibility to Support Your Unique Needs

An open architecture solution, our service was designed to support a wide range of the most popular applications and platforms, including:

Supported Applications
- Microsoft File Services 2000 SP4/2003/2008 in Standard or Enterprise Edition (32-bit or 64-bit)
- Microsoft Exchange 2000/2003/2007 in Standard or Enterprise Edition
- Microsoft SQL 200/2005, SQL Express 2005/MDAC
- Microsoft IIS v5/v6
- Blackberry Enterprise Servers (BES) 4.1.1/4.1.2
- Oracle 9i/10g

Platforms Supported
- Microsoft Windows Server 2000 SP4/2003 in Standard or Enterprise Edition (32-bit or 64-bit)
- Microsoft windows SBS2000/2003 in Standard or Premium edition

All Installations Require
- Minimum of a DSL, cable, or high speed Internet connection
- Network running Microsoft Active Directory 2000 SP4/2003/2008
- Internet router cable supporting VPN IPSEC Tunnel
- Mail server redirection requires access to DNS records
- Administrator access on servers to be replicated
- Minimum of 5GB of free disk space on each server being replicated

Support for a wide range of popular applications and platforms.

Zero downtime.
Immediate
protection.
No capital
investment. No
financial risk.
Scalability &
Accessibility.

3. Benefits

Business Continuity for Small - and Medium-sized Businesses

We offer a wide variety of benefits starting with the elimination of up-front costs for redundant operating systems, application software, servers and storage. For Business Continuity, our service includes our top-tier data center and experienced staff for 24x7 support.

This service is implemented by a trained, authorized Partner, typically in less than 24 hours using the our Web-based provisioning, management and reporting tool. More importantly, no IT staff is required for software or hardware installation, ongoing maintenance or support of the DR site and Business Continuity software. Your employees can securely access applications and data to work remotely from any location (home, hotel and so on), saving the need for — and cost of — a dedicated backup work site.

• Zero System Downtime: Peace of Mind: "Business as usual" regardless of external/internal system challenges.

• Fast Ramp-up, Immediate Protection: This offering is typically implemented by a trained professional in less than 24 hours using our patented web-based provisioning tools, with minimum effort, and minimal intervention.

• No Capital Investment: The entire data center component: operating system, application and replication software, and hardware components – including server and storage hardware – is provided as part of the service.

• No Financial Risk: accurately budget for expenses (Additional bandwidth not typically required)

• Scalability and Accessibility: Add/change server connections as business changes. Access applications anytime/anywhere (even globally).

• Automatic Failover: no customer intervention required in outage situations. In an outage, customer has immediate, remote operational capability with complete data protection.

• Test and Access Activity Reporting 24x7 brings confidence that the BC plan will work in an emergency. The service makes available real-time reporting information for planning purposes.

• Improved Scheduling Capabilities: flexible failover capabilities enable customer to schedule upgrades and routine maintenance without operational impact. Customer can reactivate system according to their timetable.

• Real-time DR Tests: Customers can perform real-time DR tests with no impact to the primary environment, ensuring all systems are protected and available should they be required.

• No Additional IT Staff Required: continued maintenance, testing, and support of the DR site and continuous availability software is provided as part of the service.

• No Up-front Hosting or Data Management Costs: the service includes a complete top tier data center, with experienced support staff for 24X7 support at no additional cost.

• Protection for Critical Servers Against Accidental Data Deletion: We provide roll-back capabilities to your servers, allowing you to capture data changes as they happen in real time.

• Business Recovery Plan (BCP) Audit trail: Readiness Assessment (RA) captures "snapshot" of the customer's technology environment. This assessment includes server, network and environmental information. The RA is locked down and can be used for BCP documentation and BCP Audits. As changes take place in the environment, new RA versions are created and saved providing for a Change Management trail.

• No Associated Costs for Connecting Remotely to the Data Center when your Site is Down: Employees can securely access applications and data to work remotely from any location, such as home or a hotel.

• Hosting DR Facility also Includes:

    - Complete data protection for the hosted environment itself, using back-up and business continuity services from another provider.

    - Architecture with no single points of failure.

    - Failover testing to ensure their systems are able to provide uninterrupted services.

    - Protection for customers applications and data: each customer's replication environment is set up inside a totally isolated network secured and protected from any outside access.