

# Business Continuity and Rapid Recovery

**Cervalis**

IT Infrastructure Solutions

## Cervalis Business Continuity Solutions

Cervalis business continuity solutions are designed to deliver operational continuity and rapid recovery by providing a diversified operations environment and addressing all operational aspects. Cervalis comprehensive rapid recovery services include:

- Systems recovery: dedicated "hot", "warm" or "cold" sites
- Data backup and recovery
- Email rapid recovery to ensure ongoing email communications
- Work area recovery
- Telephony and network recovery

## Systems Recovery: "HOT" SITE

The dedicated "hot" site recovery choice provides the ability for an immediate switch over to the alternate site in case of an emergency. The hot site is a dedicated mirrored, synchronized copy of mission critical data and infrastructure. The hot site environment is "always on", "always ready" and always available for fail-over to use as a primary site. The foundation of a dedicated "hot" solution supports uninterrupted and instantaneous recovery in case of need.

## Systems Recovery: "WARM" SITE

The dedicated "warm" site solution is a suitable solution for applications and data that can accept several hours for the recovery process to complete. In a typical scenario, the warm site includes backup equipment that is up and running non-mission critical applications, which can be halted to make way for critical applications. The warm site provides a platform or configuration that you can count on in a remote location with diverse connectivity and secure services that is ready for activation in case of an emergency. The warm site recovery option will fit customers who can tolerate less than immediate recovery as part of the business continuity and recovery process.

## Systems Recovery: "COLD" SITE

The dedicated "cold" site insures that in the event of a disruption of any type, the required infrastructure is available according to your specific needs. The secure data center space, necessary power and bandwidth are ready to accept equipment that is shipped or power up equipment that is already stored in the cold site in order to restore and recover your operation.

The cold site enables you to store backup equipment, backup tapes, documentation and other tools that are needed to recover your operation at the time of a disaster in a highly secure, high availability environment. As soon as your operating environment is rebuilt and ready, the Cervalis network and telephony infrastructure will provide you with appropriate connectivity to support your business.

## Data Backup and Recovery

The Cervalis Data Backup and Recovery solutions are designed to provide a high degree of availability for mission critical data, protecting you in case of total or partial loss of a critical asset required to run your business. The service includes the following:

- **Electronic data replication**
  - Data replicated periodically as per business needs
- **Electronic data retrieval**
  - Quick access and retrieval of critical data (on demand)
  - Tape vaulting (off-site storage)

Service on a higher level

# Service on a higher level

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### **Email Rapid Recovery**

The Email Rapid Recovery solution is designed to provide email communication continuity under any circumstances. The main components of the solution are:

- A secure, high availability backup email environment
- Electronic data replication of relevant data
- Rapid email communication recovery in case of need

With this service, you can rest assured that in case of an emergency, you will, at all times, continue to have ongoing email communications with:

- Employees
- Customers
- Vendors and business associates

### **Work Area Recovery**

The Work Area Recovery solution provides companies the ability to relocate critical staff to an area within one of the Cervalis Operations Centers in the event of an emergency at your primary facility. The work area recovery space provides a functional environment that will enable your staff to continue to operate during the emergency situation. The Cervalis Work Area Recovery space is designed to be flexible to accommodate your specific needs.

- Standard Work Area Recovery seats
- Trading Floor seats
- Conference rooms
- General office space

The Work Area Recovery space is available on a "shared" or "dedicated" basis. A dedicated work area recovery seat is always available to your company's employees; no other customer will share the allocated space; customers may have their pre-configured desktop computers in their work area space as dedicated work area recovery

space is available for customers at any time for their exclusive use. When contracting for dedicated work area recovery space, there is no declaration fee associated with it and testing of the facility and recovery process is unlimited and can be done at any time.

### **Telephony and Network Recovery**

The Telephony and Network recovery solutions ensure that your backup and recovery environment will include all the telephony and network components required to run your operations environment. Cervalis offers a wide array of telephony services that will be ready for full activation in case of an emergency. The components of the Cervalis Voice Recovery service include:

- Telephone lines
- Local and long distance options
- Voice mail options
- 800 number switching options
- Fax line options
- Bandwidth connectivity options

**For more information about the Cervalis Business Continuity and Rapid Recovery solutions, please contact your Cervalis representative at 866-602-2020 or visit us on the web at [www.cervalis.com](http://www.cervalis.com).**