BUSINESS CONTINUITY DISASTER RECOVERY

Key benefits

Protect your future

Manage inevitable changes in your business with strategic data protection planning and deployment. StorageTek uses a holistic approach to design solutions that give you clear direction and confidence.

Reduce business risk associated with a service interruption

Understand the operational and financial impacts to your business, the order of priority for recovering information, your technical infrastructure, interdependencies and more, and then develop a business continuity plan.

Minimize disruption and data loss

Know what to do when a service interruption occurs. StorageTek professionals develop a business continuity and disaster recovery plan for your business that addresses your IT infrastructure, people, processes and facilities.

Keep critical applications up and running

Acquire the solutions you need to keep business-critical information available.

Business Continuity Disaster Recovery

Considering the complexities of heterogeneous environments, the development of a business continuity plan may be a daunting task for your staff. Turn to the experts. StorageTek® can assist you in assessing, designing, implementing and managing the availability of information across the spectrum of recovery alternatives, using industry best practices for developing solutions.

Create first-rate business continuity and disaster recovery plans

StorageTek's assess, design, test, implement and manage (ADTIM) methodology begins with comprehensive assessments to determine criticalities, financial impacts, recovery timelines and available solutions for each business function and application. The outcome of this analysis will help you allocate budget and identify the strategies that enable you to meet your continuity needs.

Following the assessment phase, StorageTek designs customized and heterogeneous solutions to meet the full array of your recovery time objectives (RTOs) and recovery point objectives (RPOs).

Rigorous testing validates your solution in your environment. Then StorageTek installs, implements, manages and maintains an end-to-end solution that incorporates industry-leading hardware and software.

Simplify projects by working with a single source

When your requirements exceed the capacity or availability of your staff, look to StorageTek to help you manage change, develop business continuity and disaster recovery plans, and mitigate service interruptions. Through the following services, StorageTek's Business Continuity and Disaster Recovery team helps you protect your future.

Technical assessment services

Receive a documented view of your IT infrastructure. A technical assessment from StorageTek delivers a comprehensive assessment to the port and card level. It identifies:

- Infrastructure for the purpose of developing business continuity and disaster recovery (BC/DR) solutions
- Opportunities to utilize existing infrastructure in business continuity and disaster recovery strategies
- Options to improve return on investment and total cost of ownership
- Interdependencies between systems
- Networks (LAN/WAN) for all applications
- Key processes
- Recovery resources
- Available business continuity strategies

Business impact analysis

The development of a business case for business continuity requires information from all business units in your organization. Gathering this information, and identifying the operational and financial impacts, can be difficult due to limited staff and lack of business unit consensus.

StorageTek can complete a business impact analysis quickly and efficiently. This analysis identifies:

- Financial impact for each business function on an hourly basis
- Operational impact for loss of business function
- Critical business and support functions
- Recovery order (vital, critical, non-critical) and classification of functions and processes by priority
- RTO/RPO by application
- Single points of failure

Business continuity planning services

Most organizations have disaster recovery plans for their production environments that cover servers, data and networks but may not address their people, processes and facilities. If you don't address your whole business, it's vulnerable.

StorageTek takes your entire business into account, including the IT infrastructure, business units, people, business processes and the facilities you use to deliver your products and services. Business continuity planning from StorageTek includes:

- Review of current plans
- Creation and/or modification of plans for all technologies and business functions to verify comprehensiveness and viability
- Development of a testing methodology
- Creation of recovery procedures for technologies, people, processes and facilities to help you ensure that your RTO and RPO are attained
- Development of a maintenance and change control program for the plans
- Outline of options for a return to the production environment

Advanced recovery and high availability solution design services

Many companies cannot afford to have critical applications down. The financial goals of your company may depend on the availability of these services, which may span vendors, technologies, software and locations. Implementing an advanced recovery or high-availability solution requires more than mirroring data.

Partner with StorageTek — a proven provider of high-availability solutions — to be sure that your solution is comprehensive and uses your existing infrastructure wherever possible to minimize cost. A solution from StorageTek includes:

- Assessment of your environment to determine available solutions
- Design of an advanced recovery/high-availability solution to meet your RTO and RPO for all technologies
- Development of step-by-step scripts to utilize the advanced recovery/high-availability solution
- Proof-of-concept test with your data to verify that the solution delivers the expected results
- Development of an implementation and maintenance plan
- Provision for knowledge transfer
- Training your team on the use of the solutions

Business risk mitigation and planning

Identify potential outage threats, vulnerabilities and risks that can cause a service interruption. A risk assessment from StorageTek includes:

- Risk ratings and financial impacts
- Examination of existing controls for mitigating outage exposures
- Documentation of findings and suggestions for reducing the likelihood of an outage
- Suggestions for reducing the impact of an outage

Project management services

Enlist specialized help to achieve a successful business continuity and disaster recovery program. StorageTek's professional project management team offers the short- or long-term expertise required for project and/or vendor management, with a focus on budget, time and availability requirements. A single point of contact provides accountability for project coordination, deliverable execution and conformance with project deadlines.

Engage the storage experts

StorageTek Global Services provides world-class, worldwide service and support with a full range of offerings tailored to meet your business needs. More than 2,300 service professionals in over 50 countries deliver solutions that support more than 17,000 customer data centers worldwide. Global Services offerings help you maintain availability, service your customers, manage growth, reduce your management burden and maximize your return on investment.

To find out more about Business Continuity and Disaster Recovery Services and other Global Services solutions, contact your StorageTek representative or visit www.storagetek.com.

MC 1051 A 04/04