

# Disaster Recovery

## EVS Professional Services



### Introduction

Many businesses do not have the time or resources to properly protect and maintain their critical systems continuity. These companies usually do not realize they are at risk until disaster happens. EVS has developed an offering that will ensure your MAS 500 and O2 ERP is properly protected in a managed, redundant, secure, off-site environment. The EVS Disaster Recovery service allows you to continue day-to-day business operations while you are restoring your facility. This decreases downtime to minutes instead of days or weeks. Post disaster recovery cycle losses can have significant impact on inventories, customer relations, revenue and cash flow. Reducing the length of this cycle ensures minimizing the impact felt by your customers, suppliers and employees.

### Save Your Data, Your Time and Your Bottom Line

Unrecoverable data loss can be detrimental to many businesses and cost millions of dollars. Recovering after a disaster can dramatically impact revenue as well as a brands reputation.

A recent study showed one year of consequences for every six hours of unplanned system downtime (Source: protiviti Independent Risk Consulting)

12.8% of disasters are caused by unintentional human error (Source: protiviti Independent Risk Consulting)

Globally, 60% of 850 mid-sized companies experienced from 1-24 hours of unplanned downtime (Source: Veritas, 2003)

According to an IDC report, over 90% of companies fail within one year of a significant data loss

### Is Your Business Prepared to Recover?

Introducing EVS' Disaster Recovery Solution, a dedicated MAS 500 environment that mirrors your own system within 2 minutes at any time of the day. In the event of data loss due to security breaches, faulty hardware, communication glitches, or complete catastrophic failures, you can feel secure knowing that your business' MAS 500 environment can be fully operational within an hour, thanks to a secure, redundant hosting facility that includes 24x7 on-site support.

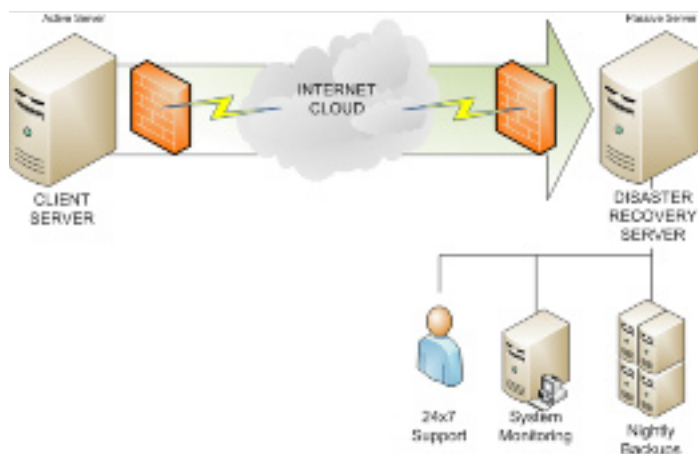
*"No business should risk operating without a disaster recovery plan. While reports vary; as many as 40% of small businesses do not reopen after a major disaster"*

- American Red Cross

|       | Business Days                | 1.5 | 3 | 4.5 | 6 | 7.5 | 9 | 10.5 | 12 | 13.5 | 15 |
|-------|------------------------------|-----|---|-----|---|-----|---|------|----|------|----|
| Phase | 1) Provision Environment     |     |   |     |   |     |   |      |    |      |    |
|       | 2) Build Application Level   |     |   |     |   |     |   |      |    |      |    |
|       | 3) Configure Mirroring       |     |   |     |   |     |   |      |    |      |    |
|       | 4) QA Environment & Sign off |     |   |     |   |     |   |      |    |      |    |
|       | 5) Go Live                   |     |   |     |   |     |   |      |    |      |    |

| DR Optional Services                            | Cost     |
|-------------------------------------------------|----------|
| Operations Fail Over to DR Site                 | T & M    |
| Data Restore                                    | T & M    |
| 24x7 Disaster Recovery Support Availability     | Included |
| Daily Backups of Disaster Recovery Site         | Included |
| Disaster Recovery Site Server Monitoring        | Included |
| Unlimited Bandwidth to Disaster Recovery Site   | Included |
| One Time Set-up Fee                             | \$3,000* |
| DR Service (monthly)                            | \$1,500* |
| Environment Specific SAS 70 Type II Certificate | Varies   |

\*Prices starting from



*"Think of it as an insurance policy for your most valuable information assets."*





## *Disaster Recovery Services*

Choosing a managed Disaster Recovery Service provider is never easy and it seems to be risky when your business continuity plans are at stake. We know that the availability of your ERP system and your data is of utmost importance and entrusting your business to EVS is something that we take seriously. That's why we have chosen the commercial hosting provider with the industry's most aggressive Service Level Agreement (SLA) to cover the multiple components that keep your Disaster Recovery site up and running.

### Fully Managed DR Services Highlights

- Architecture and software solution providing “real-time” mirroring of the Client’s MAS 500 production environment and its data
- Replacement for any and all existing MAS 500 SQL backups
- Nightly full database backups with incremental backups every five minutes
- Design, implementation and testing of a live, fully managed and dedicated server environment duplicating the Client’s MAS 500 and O2 software environment
- 24x7 support in the event of an execution of a failover to the DR environment
- 1 hour on-site hardware replacement for any failed server components Transaction Log Shipping Replication
- SQL open file agents for database mirroring
- FTP or Secure FTP WAN connections
- VPN WAN connection available
- DR physical environment in a secure, dedicated and disaster resistant facility designed with hardware, power and internet infrastructure redundancy and resilience
- Diesel generated power backup with 90 day fuel supply
- SAS 70 Type II environment



 **SAS70**  
Completed Type II Audit