



BrightCloud
Application Continuity

Application Continuity

BrightCloud provides an Application Continuity Service which gives you peace of mind and reassurance knowing that your data and system files can be quickly restored to a hosted environment, recreating your application from the last backup and getting your users up and running quickly.

- Stay in business during a disaster
- Restore a failed server quickly
- Reduce the time to recovery
- Save money on DR insurance
- Contingency cover for office moves or upgrades
- 24x7x365 recovery is optional
- Use as backup during a server migration

Working with the backup service an Application Hosting Platform remains on standby 24x7 specifically to provide application continuity. Your company's critical systems can be restored and available, delivered remotely to your users, within a matter of hours.

Traditional disaster recovery plans require computer users to be relocated to a centre that is immediately available, and provided with replicated systems and data to allow them to continue their work for the organisation; this can be a very expensive solution. Data centres provisioned with standby servers, sometimes mobile data centres, have grown into a major business for many IT services providers. Many businesses choose to completely replicate their systems, or use a third party Disaster Recover specialist, but this level of contingency service has always been cost prohibitive to SME businesses.

BrightCloud has pioneered remote management and support solutions since 2000, being one of the first managed service companies to offer corporate level IT at an SME budget. As an early adopter of virtualisation for customers' main business systems BrightCloud was one of the first companies to begin hosting applications for customers. BrightCloud has also pioneered other services including remote "internet based" backup solutions, email filtering and continuity, network optimisation and remote deployment of applications. These services save money on hardware, power, support and licensing and bring powerful solutions within the budget of SME businesses.

The Application Continuity Service backs up specific, critical data and systems to the online backup data centre, and restores these quickly into a standby Application Hosting Platform. Your users are then presented with their own systems, remotely hosted, securely available via the internet, for as long as you need them to be there.

Levels of Application Continuity

There are two levels of application continuity.

Basic application continuity includes a back up of the data and the systems but these systems are not yet created on the hosting platform. During the set-up process the restore of the systems will have been tested however neither the data nor the servers are resident on the platform. Once an incident occurs BrightCloud will restore the data and the systems, this solution may take up to 24 hours; we commit resource to rebuild your systems 24x7 but there is no fixed service level for recovery time.

Fast Start service includes servers built and configured, and waiting on the application hosting platform. The majority of data is already stored; typically there will be no more than two months data to restore. The significant advantage to fast start is that the services are ready and therefore the only action is to restore the latest data and bring the services back up to live status. Because Fast Start is already built there will be a much shorter recovery time which is defined in a Service Level Agreement including time to recover.

Planning for recovery

When considering your Application Continuity Service a good guideline is the British Standard 25999 which is designed to provide a basis for understanding, developing and implementing business continuity within an organisation and to provide confidence in business-to-business and business-to-customer dealings.

Factors to consider when planning for Application Continuity Service include

1. Business Impact
2. Risk Assessment
3. Risk Treatment
4. Business Continuity Options
5. Response
6. Planning
7. Exercising
8. Strategy plan and Review

Application Continuity is a vital service which requires time and diligence in preparation and planning. Prior to any service going live BrightCloud must perform an Application Continuity Suitability Survey. The document produced will then form the basis of our engagement document and SLA (Service Level Agreement). We will perform a LAN discovery to identify the data and system files to be backed up remotely, we will also consider physical requirements for Bandwidth and Disk Space. Email filtering and continuity is an essential part of the Continuity Plan, we will consider the benefit of email filtering and identify how many users require immediate continuity access to their mail. Lastly network security, licensing and other issues will be considered.

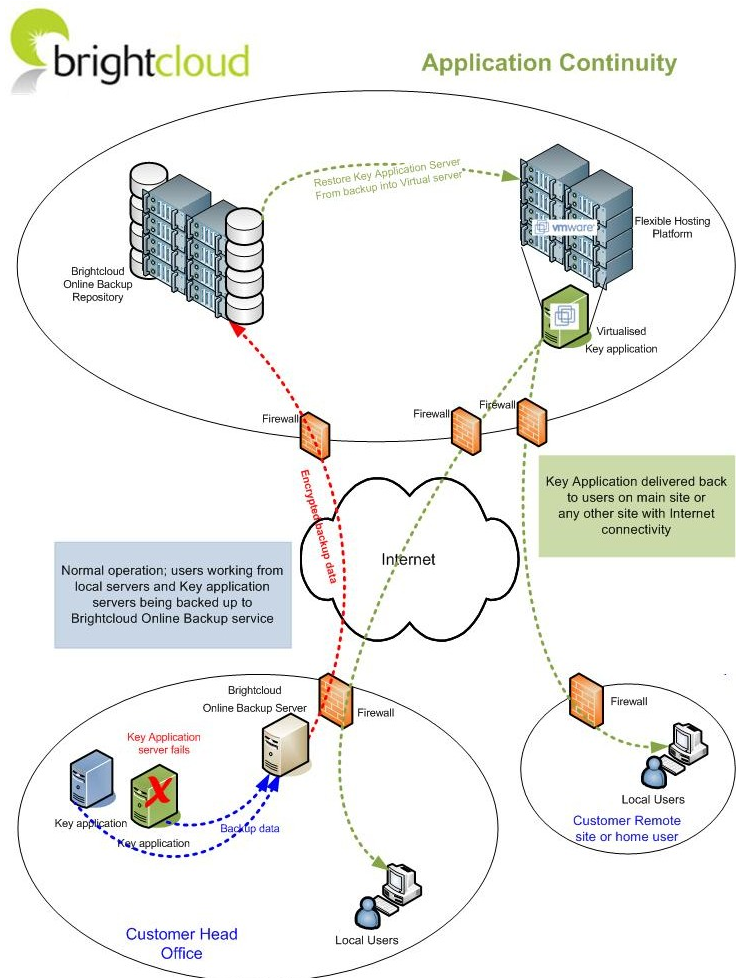
Design the Service

The BrightCloud Application Continuity Service combines some well established, tried and tested services to give a flexible and affordable solution. The services are all valuable in their own right and can be implemented separately if required; for example a customer may decide that remote (online) backup is the first essential step to mitigating a disaster. Service components:-

- 1) **Online Backup and Recovery**
- 2) **Application Hosting Platform**
- 3) **Remote Access**
- 4) **Email Filtering and Continuity**
- 5) **Network Management and Proactive Reporting**

Costs

The cost for the service is based on the speed of recovery, either basic application continuity or Fast Start. The cost then depends on the number and performance requirements of the servers, the volume of data, bandwidth requirements and of course user licensing.





BrightCloud is the new brand identity for Services for Business.

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