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## Managed Disaster Recovery Services

Assist you to meet your demands for business continuity

### Business Challenges

In today's challenging business environment, access to information is a competitive edge and advantage. Protecting, recovering, and ensuring information availability of company resources in the event of a disaster is critical.

Customers demand up-to-date product and service information, employees require access to business-critical data, and regulatory agencies mandate the amount of time some businesses are required to get back online. If a disaster occurs, customers simply cannot afford to have their business-critical systems down.

BT Frontline and partners co-develop and co-deliver solutions to help satisfy your needs across a variety of IT environments. As a result of BT Frontline's strategic alliance with hosting providers, we can help you overcome business continuity challenges by offering you disaster recovery services delivered through our various service offerings meeting your business challenges. BT Frontline developed a complete range of pre-bundled disaster recovery solutions, spanning across best-of-breed technology coupled with our people and process tailored to meet your specific needs.

### Our Solution Offerings

Our solution offerings is a suite of best-of-breed solutions that helps you pick the right solutions to meet your corporate business objectives based on your Business Impact Analysis report:

#### Disaster Recover (DR) Managed Services - Platinum

This DR Platinum Service gives organizations continuous availability with a recovery time objective of zero. BT Frontline's Platinum Service provides dedicated server(s) located in customer designated data centre or data centre(s) meeting DR requirements that are clustered in a load-balanced, high availability environment with the customer's production server(s) which can be located in the customer's data centre or another customer designated data centre. Data is synchronized in real-time between the customer's production system(s) and BT Frontline's DR designated clustered high-availability server(s). The customer's network environment must be engineered to allow for a load-balanced environment with automatic failover between the two environments. BT Frontline will outline the technology options and costs upon the completion of the initial assessment to determine the appropriate high-availability solution.

#### DR Managed Services - Gold

This DR Gold Service provides dedicated hot-standby servers hosted at customer designated data centre or data centre(s) meeting DR requirements. Data is synchronized periodically between the customer's production system(s) and DR designated hot-standby server(s) on a replication schedule determined by the customer's recovery target and network environment. Depending on the network environment and data replication schedule, customers can engineer anywhere from a 15-minute to 12-hour recovery period. Data replication can be provided through replication software, Storage Area Network (SAN) replication, data switch replication, or many other

forms of data replication. BT Frontline will outline the data replication options and costs upon the completion of an initial assessment of your requirements.

#### DR Managed Services - Silver

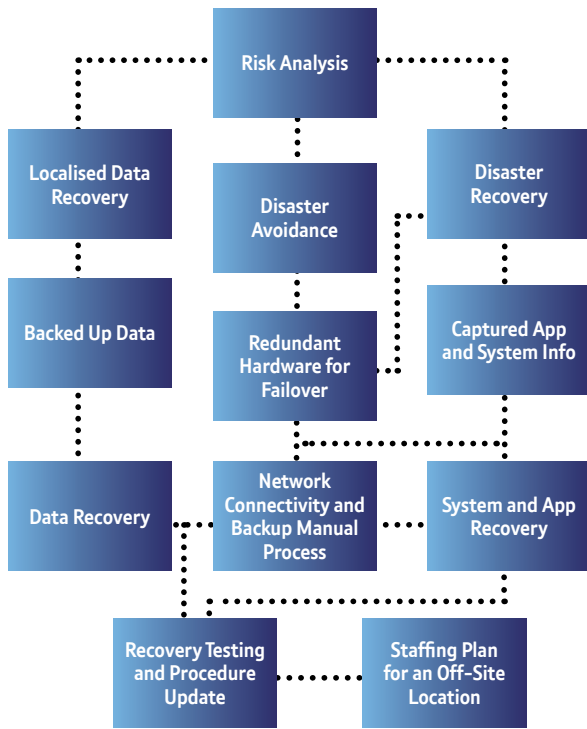
This DR Silver Service provides dedicated servers pre-installed and implemented according to the customer's specifications hosted at DR designated data centre(s) on a warm stand-by basis. In the event a disaster is declared, the customer's backup tapes containing the most current copy of their applications and data would be delivered to the DR designated data centre to be restored on the customer's dedicated servers to the point in time of the latest full or incremental backup. The customer's network and/or its users will be cut over to customer's DR network in order to access the DR designated data centre hosted server(s).

#### DR Managed Services - Bronze

This DR Bronze Service provides the customer with compatible servers guaranteed to be available at DR designated data centre(s) the next business day following the declaration of a disaster. BT Frontline will install and implement the servers to the customer's specifications upon their DR activation. The customer's backup tapes containing the most current copy of their applications and data would then be delivered to the DR designated data centre to be restored to the point in time of the latest full or incremental backup. The customer's network and/or its users will be cut over to DR designated data centre's network in order to access the DR designated data centre hosted server(s).

#### Business continuity workplace

This service offers ready-to-use office space that includes conference rooms, individual desks, chairs, desktop PCs, copiers, LAN, Internet access and an advanced phone/voicemail system.



## Key Features

### Implementation services

BT Frontline professional services work with you to customise the above solution to fit your business objective. Our consultants review your existing IT environment and security policies and Business Impact Analysis document to create detailed requirements specifications specifying how BT Frontline will design and configure the disaster recovery solution and develop the recovery process and business continuity plans (BCP). This includes the plans for implementation and configuration of the complete solutions. After the implementation is completed, BT Frontline consultants will conduct performance and validation testing to ensure that the ITDRP process conform to the documented design.

BT Frontline then provides the disaster recovery solution overview and skills transfer to your systems administrators or operators. You also receive an operational runbook describing basic operating procedures and the complete recovery and fallback procedures from the various aspects — business stakeholders, IT management systems engineers and business users.

## Key Highlights

- Single point of contact to provide ease of doing business
- In-depth assessment of business continuity conditions in your data centre
- Identify potential data recovery issues before they impact business operations
- Enables you to resume business and employee activities more quickly and cost effectively following a disaster or other unplanned interruption

For more information, please contact our sales hotline at **(65) 6490 4884** or email, [sales@frontline.com.sg](mailto:sales@frontline.com.sg).

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### Activities and deliverables

Project kickoff meeting to establish the goals, schedules for the implementation

- Provides disaster recovery (DR) design consulting to maximize the enterprise security, regulatory compliance and business impact analysis
- Pre-planning and project kickoff
- Review and mapping of enterprise Business Impact Analysis (BIA) to our solution
- Document the requirements specification with detailed statement of works
- Customised test procedure plan
- Installation and configuration of complete solutions
- Verify against documented test procedure plan to ensure conformance to the configuration design.
- Provide configuration specific runbook and configuration reports
- Knowledge transfer of DR solution capabilities and operational procedures
- Conduct an operational handover, with formal review of the project including the issues and implementation reports
- Test the procedure on annuity basis with drill exercises
- Recovery of the IT services on DR activation
- Fallback to the production systems once the production systems comes live or as requested by the customer