

Mobile Recovery Centre Options

If you are not located within 60 miles or 60 minutes of a Recovery Site, or you have an overflow of resources, or if you wish to augment your recovery plan with locally accessible recovery facilities, then this offering can fill the gaps in your current recovery plan.

The unique design and functionality of mobile recovery centres sets them apart from other mobile solutions.

In addition to being designed to accommodate multiple recovery facility requirements and End User Recovery Workareas, the IBM mobile recovery solution can be configured to support:

- *Command Centre Facilities*
- *Data Centre Recovery Facilities*

The workstations, servers, systems and LAN/WAN technology available in these mobile units can be configured to your unique specifications.

Network connectivity for voice and data can be brought in directly from local communication vendors or extended beyond your own facility.

Call Centre Options

Call Centres are fast becoming the focal point for customer, vendor and employee communications. In a disaster situation, this is especially true. By augmenting your End User Recovery Workarea with Automatic Call Distribution functions, you can quickly regain communications capability. Working with your staff we will create call flows similar to your production environment. Within a matter of hours you can have 10 - 200 agents ready to take customer calls.

In addition to advanced call routing functions, we can also support call logging for auditability and reporting for workload management. Voicemail and recorded announcements are also available.

In order to accelerate your recovery, we can also script your announcements, preload our voice recovery environment or even provide exclusive, prestaged workspaces.

IBM provides the answers to critical business questions

- *Where will I go to organize my response to an area disaster that affects critical business functions?*
- *Where will I send my people to perform critical business activities while my offices are out of action?*
- *How will I get immediate access to office equipment to keep my business running?*
- *What are my minimum office requirements to stay in business?*
- *Where will my customer calls end up if my office is down?*
- *How long can I afford to be down before my business is severely impacted?*
- *Where and how will I restore my backup data?*
- *How long will it take me to restore my business environment?*
- *What is my recovery plan? Is it current? Has it been tested?*
- *Who can help me develop a Resiliency Plan for my business?*

Who to call for additional information:



HOLCOR ASSOCIATES INC.
31 Adelaide St. E., P.O. Box 1107
Toronto, Ontario, M5C 2K5
Telephone: 416-214-0281
Facsimile 416-214-0373
Email: Sales@holcor.ca



Business Continuity and
Resiliency Services
IBM Global Services



End User Recovery Workarea



“Gartner estimates that two out of five enterprises that experience a disaster will go out of business in five years. Enterprises can improve those odds – but only if they take the necessary measures before and after the disaster.”

Gartner

Pricing and availability of featured bundled offering can be modified and/or withdrawn at anytime by IBM. Please check with your IBM Business Partner or BRCS Sales Representative for pricing and configuration details. IBM the IBM logo, and ibm.com are trademarks or registered trademarks of International Business Machines Corporation and are used under licence by IBM Canada Ltd. Other product and service names might be trademarks of IBM or other companies. A current list of IBM trademarks is available on the Web at ibm.com/legal/copytrade.shtml. © Copyright IBM Corporation 2010. All rights reserved.P25079

IBM Continuity Services helps customers protect their e-business investments in mission critical systems

Disasters happen. No business is immune to the effects of internal or external conditions or threats. These threats may range from regional biological contaminations, power failures, or other natural disasters. The net effect is the interruption of your business and impact to your revenue.

In this fast paced world, a business can fail in as little as 10 days, if it is not able to respond to customer and vendor needs. IBM Business Continuity and Resiliency Services can help you bridge that critical period between disaster and restored business operation.

Business Resiliency is an organizational discipline where infrastructure and resources are deployed to allow your business to bend without breaking, when faced with a serious business interruption.

One of the key elements to this infrastructure is End User Recovery Workareas. These are equipped office environments which, when combined with a recovery plan, can allow your organization to resume business operations effectively and efficiently.

These workareas will provide you with access to workspaces, telephones, PCs, office equipment, and a server. Included with this environment are security systems and staff knowledgeable and skilled in the restoration of business environments.

Your future success may well depend on the recovery plans, infrastructure and teams that you put into place today.

Act Now!



With subscription services, you can achieve Business Resilience and:

- *Meet sound industry standards and auditing requirements*
- *Restore business operations quickly*
- *Stay connected with your customers*
- *Survive ... and talk about it!*
- *Maintain trust with your supply chain relationships*
- *Strengthen your reputation in the marketplace*
- *Build your market share and value to your shareholders, etc.*

End User Recovery Workareas contain:

- *PC workstations*
- *Internet connection for patch/fix downloads*
- *Standard telephone services*
- *Printer/fax/copy machine*
- *One Recovery Plan Workbook*
- *One day of consulting support*
- *One day of testing services*

■ Workarea - Small **\$235/month**

- 10 * Basic phone (PC, desk & chair)

■ Workarea - Medium **\$365/month**

- 20 * Basic phone (PC, desk & chair)

■ Workarea - Large **\$440/month**

- 30 * Basic phone (PC, desk & chair)

■ Each configuration includes:

- 1 * 24 hour test in 3 year term
- Disaster plan template
- 8 hours of tele-consulting to help develop plan

Business Resilience and your business

IBM Business Continuity and Resiliency Services is committed to helping you recover from a business disruption.

The End User Recovery Workarea may be operated in a standalone mode or connected to a variety of computing platforms that can enhance your recovery.

These platforms include the following servers: System i, System p, System x, HP and Sun and network components can also be provided.



Platforms are available in predetermined configurations.

If you do not know where to start, let IBM Business Continuity and Resiliency Services help you develop your Business Resiliency Plan. This plan may include elements of your existing infrastructure combined with IBM resources.

Our highly skilled consultants will guide you in the development of your plan and will bring “best practices” for your industry to the table.

By taking this first step, you can help improve the survivability of your enterprise.

The new continuity objective is to ensure availability of any data, any where, any time. No matter what the circumstance.