

IBM Resilience and 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 Resilience and Continuity 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.

The core of your infrastructure is your data storage and processing environment. IBM can provide state of the art servers located in a world class data centre for you to restore your business operations. The hardware that will be dedicated to you at time of disaster or test will be at a secure IBM Recovery Site. Operations will be performed from a recovery suite, where you can restore your business operations.

When combined with a recovery plan, this will allow your organization to resume business operations efficiently and effectively. Your future success may well depend on the recovery plans, infrastructure and teams that you put into place today.

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

IBM provides the answers to critical business questions

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

- *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?*
- *Where will I go to organize my response to an area disaster that affects critical business functions?*
- *What are my minimum office requirements to stay in business?*

Who to call for additional information:



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Technology Recovery Plan Development



People who
get it.

| IBM Global Services | |
|---------------------|--|
| Overview | IBM Global Services is peoples. Kvar sxipoj varme pripense Londono, sed kvin hundoj parolis, kaj kvar malbela auxtoj malbele skribas du libroj, sed multaj katoj malbone mangxas la malalta libro. Multaj katoj kuris blinde, kaj Kolorado promenos bone. Nau arboj akretis tri radioj, sed Londono, sed kvin sed multaj katoj malbone mangxas |

business people

“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 2003

Technology Recovery Plan Development

Are you challenged with finding internal resources to help you get your organization's technology recovery plan developed and documented within short timeframes? Are you looking for a priced-right solution software tool to centrally store your disaster recovery planning resources? Is your organization wanting to achieve business resiliency 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 relationship*
- *Strengthen your reputation in the marketplace*
- *Build your market share and value to your shareholders, etc.*

IBM Business Resilience and Continuity Services (BRCS) consultants can help you deliver on these requirements, objectives and more by guiding your organization through a well-defined methodology that results in a realistic and effective technology recovery plan. This team of trained facilitators has specialized management and IT skills to engage with both business and IT staff within your organization.

Our team of BRCS consultants can provide services to assist your organization with the documentation of your Technology Recovery Plan and we can train your select staff on the use of a disaster recovery planning (DRP) software package. We will work with you to help you develop a Technology Recovery Plan for a server environment and supporting network (defined at time of Statement of Work) following a structured approach, assuming a recovery strategy is in place.

The IBM BRCS consultant will conduct a project orientation session with you to confirm the IT recovery strategies on which the technology recovery plan will be based and all within five (5) business days deliver the following:

- *Assist your organization with the implementation of the DRP software tool,*
- *Provide DRP software/module training services to the designated staff who are responsible for updating and maintaining your plan,*
- *Conduct a workshop with your staff to assist in the development of a pre-determined single technology plan that encompasses a single strategy, a single server, a single application with supporting network,*
- *Publish the final plan document.*

Working together, we can design a technology recovery plan to help you recover quickly and resume the critical processes in your business environment.

Act Now!



Bundled with IBM Business Continuity and Recovery Consulting Services at the onset of the first contracted engagement, your organization will receive their "single site" license of the DRP software version they select to meet their database repository and installation design needs.

After the initial training provided by the IBM BRCS consultants, your designated recovery planning administrator staff will have the baseline skills and knowledge to manage the ongoing updates and maintenance of a Technology Recovery Plan. Additionally, your staff will have gained the skills to continue developing other technology recovery plans using the same approach. Or, if resources are limited, simply contract for optional consulting

services from IBM BRCS and we'll partner with you to accomplish the development of more than one technology plan for the same site while assisting you in meeting your management's business continuity objectives.

The technology plan development software is available in a Windows standalone version for installation on a desktop (single use database repository) or the Web-based version for installation on a server at a single site (shared use database repository).

The fixed pricing for the combined package of consulting services, development of a single technology recovery plan with one copy of DRP software and, a one site license with first year software maintenance and support:

| | |
|-------------------|----------|
| Windows Version | \$16,000 |
| Web-based Version | \$19,000 |

You have multiple business sites? You need assistance with testing the plan? Or, are you looking for a Recovery Site contract to complement your solution and/or business needs? IBM can address these needs too with additional and optional customized services from our BRCS consulting services.

IBM Recovery Sites are located in Markham, Montreal, Calgary and Winnipeg.

Additional and optional Consulting Services:

- *Risk, Criticality and Business Impact Analysis*
- *Recoverability Assessment/Healthcheck*
- *Recovery Strategy Development*
- *Technology, Business and Crisis Management Recovery Plan Development*
- *Recovery Plan Audit*
- *Recovery Plan Maintenance*