

[GramTel: Disaster Recovery safeguards critical data and keeps you profitable]



When the unthinkable happens at your company site, what will happen to your business-critical data?

Recognizing the need for data contingency plans and giving thoughtful consideration to their implementation are vital in today's business climate. Adequate backup, housed at a safe site, is essential. And no matter what causes your critical information and systems to be vulnerable, you must have a proactive solution in place.

GramTel offers a Business Impact Analysis (BIA) that assesses the risk of operational interruption and the resulting financial exposure that may occur, and provides a proactive/preemptive Business Continuity Plan (BCP) that anticipates and reacts quickly to a disaster.

Those key elements, along with GramTel's Disaster Recovery services, are focused exclusively on prevention and recovery – anything that damages hardware or software and makes it unusable or inaccessible.

Why are business continuity and disaster recovery so important?

It doesn't take long for loss of data to create havoc for a business. Statistics show that 46 percent of companies say that each hour of downtime costs them \$50K. And eight percent estimate a cost of more than \$1 million per hour.*

In addition, the National Archives and Records Administration in Washington, D.C., reports that:

- 93 percent of companies that lost their data center for 10 days or more because of a disaster filed for bankruptcy within one year of the disaster.
- 50 percent of businesses that found themselves without data management for this same time period filed for bankruptcy immediately.

Is it worth the risk?

Location. Location. Location.

GramTel provides co-location, or backup data centers, for critical servers, supported by expert technical staff. We host your data in low-risk secondary markets that are "off the grid." Our world-class facilities are within reasonable driving distance and have been built specifically for continuity and disaster recovery.

Our "hot sites" safeguard your IT systems in the event of disasters and/or emergency events with Tier III data center space for replacement hardware and network connections, and a robust network that allows users to connect to the replacement servers. These servers are yours and yours alone – not shared with multiple customers. Technical expertise is maintained at our hot sites by personnel who monitor your systems around the clock.

Disaster Recovery Services

You have assessed the consequences of IT system downtime, completed the GramTel Business Impact Analysis and put together Business Continuity Plan that is preemptive and proactive. Now what happens?

GramTel's Disaster Recovery Services deal with the aftermath of a disruption and answer that question with a Disaster Recovery Plan (DRP). Measures and procedures are put into place to ensure that essential, mission-critical resources and infrastructures (facilities, network, systems and staff) are maintained or backed up in an appropriate fashion so that IT resources can be recovered and restored to full network functionality with minimal loss of productivity.

Services include:

GramTel Rapid Recovery

This proprietary methodology combines advanced technology with superior service and speed to create the most cost-efficient data recovery solution in the market. Servers at your site capture full and incremental/differential images that are copied to the iSCSI disk array at our data center and, if desired, copied to tape as well. If a disaster is declared, our staff can immediately start the recovery to our blade servers and SAN, using the image files on the disk array. The servers will be restored with your IP address and will allow you rapid remote access. Services include:

- Emergency support
- Experienced technical staff 24/7/365



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Other options for Disaster Recovery Services include the following:

- Infrastructure replication. We replicate your core IT environment: facilities (cages, cabinets, rackspace), Internet connectivity (up to 155 Mbps, 1/100/1000 megabit Ethernet ports and IP addresses), Domain Naming System (DNS), domain controllers, Dynamic Host Configuration Protocol (DHCP) and remote access servers.
- Replacement servers. These are dedicated servers at one of our data centers that are either mirrored or on standby mode for your recovery needs. Options depend on your company's Recovery Time Objective (RTO), or the amount of time in which an application or function can be unavailable before your organization suffers a negative impact.
- Information storage. Quick and seamless access to data depends on a flexible and robust replication and storage infrastructure. GramTel provides:
 - Storage Area Network (SAN)
 - Media vaulting

Call us today and let us tell you how we can cost-effectively match our expertise, personnel and facilities to your disaster recovery needs.

*2001 Cost of Downtime Survey

Why Choose GramTel?

Safeguarding your Information Technology has never been more important than it is today. Your computer systems and data are the lifeblood of your organization, and you must do everything in your power to monitor them and keep them protected.

But why should you choose GramTel's Disaster Recovery services?

Three reasons: product, experience and cost.

Our business – and our passion – is to help companies prevent and respond to emergencies related to their IT systems. Our certified technical staff is the best you'll find anywhere and they provide their services successfully to hundreds of companies both large and small. It's what we do every day.

We also recognize that a company must balance what it needs with what it costs. We pledge to work with you to make certain that your return on investment is more than satisfactory. We believe that even though you'll pay less with GramTel, you should still be able to expect more. And we promise to deliver.



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