

# [GramTel takes proactive approach to safeguard universities data systems]



Nothing is more valuable to your educational mission than the availability of data in your Courseware Management and ERP systems: information about students, classes, grades, degrees, alumni, donors, applicants, faculty, staff, and payables and receivables.

With a list that long, it is imperative to have it all safeguarded by experts who can customize Business Continuity Plans and support services – experienced consultants from GramTel who use a proven methodology to develop a thorough and executable plan, and seasoned IT specialists who see it through to implementation.

As many IT professionals can attest, working with and upgrading enterprise resource planning software (ERP) is often a daunting task. Building and maintaining a single program that serves people in admissions, as well as those in finance, is difficult at best. GramTel has written disaster recovery plans for ERP systems such as **SCT Banner, DataTel, Jenzabar, SAP, Oracle and others**, and understands the ins and outs of using an integrated approach.

GramTel has guided some of the largest colleges and universities throughout the country in their decision to use an off-site backup facility for their important data. Regardless of the school's size, a workable – and affordable – plan can be put in place. All successful plans start with an assessment of a school's current IT situation, and that is where our process begins.

## Business Continuity Planning

A Business Impact Analysis (BIA) offers college and university personnel the information they need to assess the risk of operational interruption, including any financial exposure that may occur, and offers a proactive/preemptive Business Continuity Plan (BCP) that anticipates and reacts quickly to a disaster:

The BIA addresses higher education's IT issues as identified in the 2006 Current Issues survey conducted by Educause. The list includes:

- Security and identity management
- Funding IT
- Administrative/ERP/information systems
- Disaster recovery/business continuity

- Faculty development, support and training
- Infrastructure (network infrastructure and equipment)
- Strategic planning
- Governance, organization and leadership
- E-learning/distributed teaching and learning
- Web systems and services

After the Business Impact Analysis addresses these issues, our experienced consultants develop a thorough and executable plan by using a proven and tested methodology, working hand-in-hand with your technical staff to plan, develop and deploy end-to-end solutions.

IT staff at a prestigious technical colleges can attest first-hand to the validity of GramTel's planning process. When it became apparent that writing a thorough and complete plan was more difficult and complex than they had originally envisioned, they called on GramTel to make sure that their issues, as well as other colleges business and administrative units' requirements and constraints were identified and addressed in the plan.

The IT representative was grateful for the knowledge and experience that GramTel brought to their situation. He said, "They identified critical systems and included step-by-step, realistic procedures for testing the plan. We know now that our integrated application suite is as safe as it can be."

## Disaster Recovery Services

As the IT Director of another one of GramTel's universities clients puts it, "We never really had a disaster recovery plan to follow. Then we asked ourselves, 'What would we do if...?' and decided a proactive plan was called for."

If your Business Continuity Plan calls for disaster recovery, GramTel is ready with co-location, or backup data centers, for critical servers, supported by expert technical staff. We host your data in a low-risk secondary markets (but ones that are easily accessible) that are "off the grid."

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 remote users to connect to the replacement servers. These servers are yours and yours alone – not shared with multiple customers. Technical expertise is offered at our hot sites by personnel who monitor your systems around the clock.

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Call us today and let us show you how we can provide you with the plan tailored to your specific situation.

## Managed Services

Demands on IT systems are on the increase. They must be reliable, secure and flexible in equal measure. But operating the technology to manage your school's IT infrastructure can be a drain on valuable resources. GramTel provides you with advanced IT capabilities for a complete range of managed services that keep your data always available to you, regardless of any on-site problems you may experience.

- Monitoring and Reporting
- Data Storage Management
- Network Infrastructure
- Managed Security

In the end, having your business-critical data safe and available is paramount. Beyond that, however, is the professional service and attention to detail that you will experience with GramTel. As one satisfied universities director of network computing and telecommunications testified,

“The entire experience was great. GramTel worked with our IT staff to implement a plan tailored specifically to our situation. Key to the entire process was the very act of identifying the problem/solution component of the plan. They [GramTel] understood what we needed, of course, but they also gave me the ‘tools’ I needed to present the plan to the administration. The people we worked with were professional and responsive to our needs. They understood our team’s desire for a thorough review of all alternative solutions and made sure everyone on our team supported the selected plan. The entire experience was rewarding.”

## 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 services?

Three reasons: product, experience and cost.

Our business – and our passion – is to help universities 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.



**GramTel**<sup>®</sup>  
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