



# IBM Information Management Software Services

## ECM Disaster Recovery Services

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Overview

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*No one can foresee exactly when and where a disaster will strike. What can be predicted with certainty, however, is the devastating effect of an interruption to an organization's ability to conduct business. Studies reveal that only two percent of organizations that suffer a catastrophic data loss are able to survive after one year.*

*The ability to resume normal operations and productivity rapidly is critical — especially for e-commerce applications and industries based on fiduciary trust such as banking and insurance. Typically, a disaster leaves an organization's computer systems intact but unable to function due to the disruption of power, telecommunications or some other infrastructure. Reliance on back-up data is not enough to restore your business. You need a disaster recovery solution that gets you back in normal operations quickly and efficiently.*

There are many disaster recovery options from traditional hot site recovery services to fully redundant systems. Each of these options has significant cost/benefit implications. That's why IBM Information Management (IM) Lab Services' Enterprise Content Management (ECM) Disaster Recovery Services are designed to provide you with a valuable understanding of your disaster recovery options as well as guidance on the solution that best meets your business requirements.

**Hot Site Availability Service**  
 IM Lab Services has teamed with both SunGard and IBM BCRS to offer a complete solution for hot site availability service that can have you fully recovered 24 hours after an unplanned event. This subscription based services leverages the strength of each company. SunGard and IBM BCRS provide the server recovery facility, the hardware infrastructure, wide-area telecommunications network, and workstation recovery capabilities. IM Lab Services provides dedicated technical support, software and all system recovery related expertise.

IM Lab Services is with you every step of the way to:

- Provide pre- and post-testing support

- Provide guidance in the test plan development effort
- Perform all system recovery functions during all recovery testing efforts
- Perform all system recovery functions during actual recovery scenarios
- Act as your System Administration and Operations staff during the recovery
- Handle all IBM FileNet activities related to the transition effort back to your home site after your own facility is once again able to support your daily production work
- Provide storage replication Vendor support services

### Enhanced IBM FileNet P8 Hot Site Recovery Service

For IBM FileNet P8 customers with a Recovery Time Objective (RTO) of approximately one day, IBM offers an Enhanced Hot Site Recovery solution that is significantly faster than magnetic tape and more cost effective than redundant storage.

This solution utilizes Plasmon's UDO Archive Appliance and IBM's Hot Site Availability Service.

The UDO Archive Appliance combines both magnetic and optical storage technologies. As you use your IBM FileNet P8 system, data is written to the magnetic disks which provide quick access to data during



every day use. The UDO Archive Appliance then copies data to optical disks. As part of a backup plan, these optical disks are then shipped to a safe offsite location.

When a disaster occurs, the optical disks are transferred to your IBM Hot Site location along with a backup copy of the IBM FileNet P8 databases for restoration of your recovery system.

Utilizing optical disks at the Hot Site facility, IBM is able to quickly get your systems back online.

**Storage Replication Vendor Support**  
For clients who require recovery in a matter of hours, an internal redundant system solution is needed. IM Lab Services provides technical expertise to assist your chosen storage replication vendor accurately setup and configure the critical IBM FileNet databases and files. Our Lab Services team has experience with many of the more popular SAN storage replication vendors as well as Symantec's Veritas Volume Replicator software.

#### Tangible Benefits

IM Lab Services Disaster Recovery Services offer peace of mind and integrity in the face of a disaster so you can focus on the more critical demands of the situation at hand.

During the challenging times of disaster, our services provide:

- Assurance of business continuity with end-to-end recovery of your total IBM FileNet environment following a declared disaster
- Complete turnkey technical support service that allows you to focus on the business issues of your recovery
- The ability to rapidly resume operations and productivity after a disaster with minimal impact on business functionality

Experience has shown that even the best intentioned, most detailed of recovery plans often fail when first implemented. IM Lab Services provides expert support and guidance in plan development as well as detailed testing to assure a successful recovery in the event of a crisis.

#### Contact

For more information regarding this offering or any of our Services, please contact your Information Management Sales Representative or visit our website at [ibm.com/software/data/services](http://ibm.com/software/data/services)

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