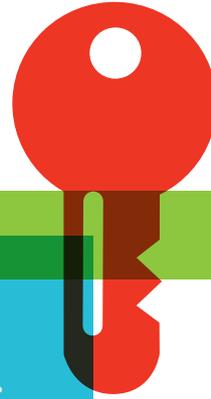


BCP/DR Solution

Ensuring Business Continuity and minimise business risk from unforeseen circumstances.



How prepared is your business should disaster happen? Do you have a plan in place? Is your business, your data or your IT network protected from the worst? For any business, the key drivers behind setting up a watertight BCP/DR programme are:

- Risk Mitigation: A plan will minimise the risks and the damage.
- Relocation: For the business to remain operational, an alternative premises to host systems safely is a must. As are temporary offices to accommodate staff.
- Maintenance: To ensure disaster recovery systems are always available and to enable the migration of data between sites.
- Insurance requirement: Insurers need to know that in the event of a disaster, the business can keep functioning and that you have a tested, working plan in place.
- Testing: Without regular, full BCP/DR testing, there is a high risk that your plan could let you down when you need it most. Yet many businesses fail to test.
- The stakes could not be higher. Addressing these issues will ensure the continuation of your business.

Impact of failure to Act

Without a solid plan, an unforeseen catastrophe could be too big a blow for you to recover from. At the very minimum you will lose revenue or trade,

but the worst case scenario will see you losing your business due to:

- Nowhere to conduct business from and no systems from which to do it.
- All vital information gone, including critical records. And if the system is not in real time when your data is restored, the information could well be out of date.
- If you have live links to DR sites but have not tested them recently, they may not be functioning. Which is just as bad as not having any DR sites at all.
- Higher insurance premiums as a result of poor risk management.
- A slow, disorganised long-term recovery process may mean your customer service feels the impact over a considerable period.

Business Requirement

- Disaster need not be a total wipe-out for your business. To survive with your data, systems, customers and reputation intact, you need a comprehensive, continually updated BCP/DR programme. This should consist of:
- A well researched and applicable BCP/DR plan in line with your Business Strategy to enable quick recovery from loss of data or loss of IT systems.
- An alternative location for contingency systems, together with an alternative premises to base key staff.

- Assurance of data integrity and recoverability.
- A thoroughly documented BCP/DR programme that has been tried and tested, with an audit trail to prove to insurers you took all steps necessary to reduce risk.
- A BCP/DR test plan, executed at regular intervals, preferably annually.

The Capita BCP/DR Solution

Our complete solution addresses all the key issues associated with disaster recovery, with a practical, reliable and expert plan designed to keep you up running and help speed recovery. Our tailored service includes:

- Business continuity/disaster recovery audit and assessment of your current business operation, business impact assessment, risk assessment, advice and recommended options, all conducted by professional specialists. The result is a BCP/DR Plan which complements your business strategy.
- Data centre hosted systems in Northern Ireland, Scotland, England, plus an office environment for relocation of key staff.
- Hot or cold standby systems, data migration or replication, resilient communications between system locations and telecoms infrastructure.
- A well-documented BCP/DR Plan showing evidence of periodic testing and results.
- Provision of a testing plan to ensure periodic testing of failover.

“We engaged Capita to help us develop a business continuity plan in the event of a disaster occurring. The resultant plan ensures that data is replicated from our head office to a DR location in real-time. In the event of DR being invoked the second location automatically provides the applications and services to users ensuring continuity in service to both our users and our customers. This has enabled us to mitigate the risks of a disaster to our business using a guaranteed and tested strategy”

Manufacturing Company, N.Ireland.

Benefits of the Capita BCP/DR Solution

Disaster need not spell the end of your business. With Capita Managed IT Solutions providing the protection and back-up plan, you can rest assured that, if disaster strikes, your financial impacts are lessened, your data and systems are secure, your recovery is easier and your customers continue to be looked after.

- Business continuity – our flexible contingency and resilience solutions mean minimum business disruption, minimum impact on customers and employees.
- Cost-effective hosting solutions in a selection of locations. Staff can continue to work from an alternate location with minimal fuss or loss of business.
- Data recovery assurance – you can proceed with daily operations while implementing long term recovery.
- Lower insurance premiums.
- Recovery gets underway sooner – plan for Immediate or scheduled recovery. Our solution sees to it that vital systems are available and redirects telecommunications so that contact with customers and suppliers is maintained.

