20 Most Promising Disaster Recovery Solution Providers

Productivity at workplace hinges upon the ability of an organization to operate effectively in the aftermath of a disaster. Adopting holistic Disaster Recovery (DR) methodologies can help companies save information and achieve an uninterrupted level of operations during catastrophic events.

Devising an effective DR plan depends on the factors such as the monetary cost of system downtime or data loss, while others can be directly tied to application performance and accuracy. Recovery Time Objectives (RTOs) then determine the DR approach. Further, the success of a DR plan depends on many things, starting from the efficiency of the cloud backup to virtualization, and the measures taken to improve the alertness of the employees.

Disaster Recovery as a Service (DRaaS) is the hot term today, with cloud being the preferred component of the disaster recovery plan. The pay-as-you-go pricing model that can lower costs and the use of automated virtual platforms that can minimize the recovery time after a failure makes DRaaS a favorite of enterprises. On the other hand, it's important for the providers to stay abreast of the latest DR mechanisms to remain competitive in the DRaaS provider market.

To help the CIOs and CEOs find the right disaster recovery solution providers for their enterprises, our selection panel has evaluated hundreds of DR solution providers offering innovative technologies in this space. The 20 Most Promising Disaster Recovery Solution Providers 2015, featured in this list provide insights into how these solutions tackle the challenges in the Disaster Recovery space.

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20 MOST PROMISING DISASTER RECOVERY SOLUTION PROVIDERS 2015

An annual listing of 20 companies that are in the forefront of tackling challenges in the Disaster Recovery Services landscape and impacting the marketplace

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Editor-in-Chief
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Company:
XBASE Technologies

Description:
To provide Enterprise level DR solutions to the SMB marketplace

Key Person:
Robin Chow
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XBASE Technologies
Democratizing Disaster Recovery for the
SMB Market

Small to medium sized businesses (SMB's) often find themselves on the leading edge when it comes to adopting new technology. SMB's can quickly roll out the latest applications, try cloud based solutions or take advantage of BYOD and other trends. While this agility can give the SMB a competitive advantage, it can also dramatically increase the complexity of their environment, especially when it comes to Disaster Recovery Planning.

The old standards like tape backup and offsite storage are no longer a suitable means of safeguarding an organization when disaster strikes. With greater reliance on technology, comes greater scrutiny from stake holders to regulators on an organization's ability to quickly recover from a disruption back to normal operations.

"Large enterprises understand the critical need and have the resources to implement a proper DR plan. However, most small businesses lack the resources and expertise to implement DR technology," states Robin Chow, President and CEO, XBASE Technologies. As a Managed Service Provider (MSP), XBASE Technologies assists SMB organizations in developing and implementing DR plans that focus on restoring operations quickly through structured resumption solutions, remote access and offsite backup facilities.

Established in 1988, this Canadian company has been providing managed IT service long before the terms "Managed Service Provider" and "Outsourced IT" were ever coined. Over the decades, they have learned a lot about what works for small businesses.

The company's service offering has evolved from the typical MSP services–helpdesk, remote monitoring and management, patch management etc.–to include fully managed private cloud hosting, infrastructure as a service and of course, integrated DR Services.

XBASE maintains multiple Tier III data centers within 100Km of downtown Toronto, all interconnected by a self-healing 10Gbps fiber optic ring. Powered by a CISCO network and implementing technologies from VMware, Microsoft, Citrix, NeverFail and others, XBASE has designed redundancy and recoverability from the ground up.

Robin Chow

Most of XBASE's clients have no onsite servers at all, just a dedicated fiber optic connection and network switching equipment. The real heavy lifting is all done at the redundant data centers.

> **Proper DR planning is more than a bolt on solution. It should be planned from the ground up**

"Disaster Recovery needs to be part your DNA, not a 'bolt on solution' after the fact. Offering DR is a natural extension of our integrated service offering." says Chow. "Who is better equipped to help in a DR situation than the company that is already managing your network?"

Building on this model allows XBASE to deliver a scalable solution based on enterprise best practices at a price point that SMB operations can live with. Through the use of virtualization, clients are given the opportunity to test their DR plan on a regular basis without impacting their production environment. XBASE is also expanding its DR Service to include hot seats and expanded remote access using Citrix and VoIP solutions.

In an effort to maintain its completive advantage in a market where too many new managed services providers are making wild claims of their abilities and credentials, XBASE has taken the high ground in providing third party audit of its operational methodology and maturity.

Recently certified by the MSP/Cloud Verify Program (MSPCV), MSP Alliance verified XBASE's upholding of effective controls over its information technology managed services environment. In the very near future, XBASE is scheduled to complete the MSPCV's SSAE 16 Type II certification and expand the MSP offerings to new and larger clients. "We are establishing a new larger DR center in new office space to increase our ability to deliver the physical workspaces from disaster situations," concludes Chow. CR