



Disaster Recovery (DR) Planning with the Cloud Desktop

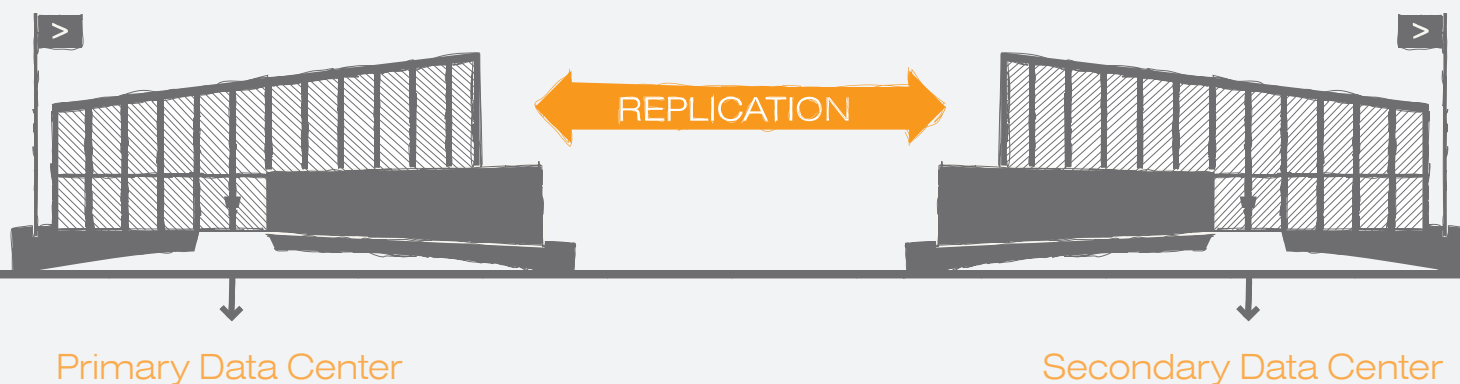
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Disaster Recovery (DR) Planning

In preparing for the unexpected, most companies put specific disaster recovery plans in place. Without planning, recovering from a disaster can be very costly and complex.



The Cloud Desktop helps you recover from a catastrophic loss with three levels of readiness.

DR Type	Description	Recovery Time
Gold	Hot failover; servers are deployed, configured, tested with data synchronized and production-ready.	Real time for file, email, standard apps < 4 hours for custom apps
Silver	Server images and backup data are replicated to a secondary datacenter with reserved capacity.	< 5 hours for file & email < 48 hours for all else
Bronze	Backup data is replicated to a secondary datacenter over 500 miles from the primary location.	< 7 days

Disaster Recovery (DR)

Planning

Office flood or fire... bad weather impacting commuters.... a stolen laptop, a broken PC...

These are small disasters, the ones that are relatively easy to recover from. Users can work from home, login from a different computer, get a temporary work space, buy new PCs, etc. With all applications and data in the cloud – all in one place – The Cloud Desktop has you covered.

But what happens in the event of a prolonged outage, the total loss of a data center, or a catastrophic disaster in its immediate region?

U.S. Data Center Footprint



Disaster Recovery (DR) Planning

Three levels offering a turnkey solution to catastrophic DR for your IT:

Gold / Hot DR

This is the highest DR configuration available - a mirror instance of your company's specific server and storage infrastructure at a secondary Data Center. All servers are configured, live and running in both data centers and production-ready. Data replication of all systems is continuous between the two sites.

In the event of a data center disaster, Recovery Time is immediate for hosted file system, email, and Microsoft Office applications. Recovery Time is within four hours for other applications depending on complexity and failover procedures. Testing includes one staged failover per year; additional testing as needed.

Key Features

- Immediate recovery for hosted file system, email and Microsoft Office applications.
- Full Return to Operations in less than four hours.
- Continuous data replication between geographic sites.
- Fully independent and redundant servers in both data center locations.
- Servers maintained in an online ready state for fastest recovery.

Silver / Warm DR

Replication of all your company's specific server images and data to a secondary Data Center with standby servers on reserve, ready to go into production in the event of a disaster. Frequency of data replication is continuous for all files and email, and daily for custom applications and databases.

In the event of a data center disaster, Recovery Time is within 48 hours with file and email access available within five hours. Testing includes one staged failover per year; additional testing as needed.

Key Features

- File and email access within five hours.
- Full Return to Operations in less than 48 hours.
- Data and server images in two geographically separate datacenters.
- Servers maintained in a ready but powered off state for quick recovery.
- Moderate cost.

Bronze / Cold DR

Replication of all your company's data and server's states to a secondary Data Center over 500 miles from the primary facility. Frequency of data replication is daily.

In the event of a data center disaster, Recovery Time within seven days based on best effort and dependent on availability of computing power availability, storage, and recovery time. Testing and other requests will require a statement of work.

Key Features

- All data stored in two geographically separate data centers.
- Full Return to Operations in less than seven days.
- Daily replication.
- Included in cost.

Disaster Recovery (DR) Planning

Technical Reference Chart

	Gold DR			Silver DR			Bronze DR		
Feature	DT	RTO	RPO	DT	RTO	RPO	DT	RTO	RPO
File System Hosted	Real Time			4 hrs	48 hrs	Real Time	24 hrs	7 days	24 hrs
File System Online OS33 for Windows	30 min	1 hr	Real Time	4 hrs	5 hrs	Real Time	24 hrs	7 days	24 hrs
Email Hosted Outlook	Real Time			4 hrs	48 hrs	Real Time	24 hrs	7 days	24 hrs
Email Local/Web Outlook, ActiveSync	30 min	1 hr	Real Time	4 hrs	5 hrs	Real Time	24 hrs	7 days	24 hrs
Standard Applications MS Office, IE, etc.	Real Time			4 hrs	48 hrs	24 hrs	24 hrs	7 days	24 hrs
Custom Applications and Databases	30 min	4 hrs	1 hr	4 hrs	48 hrs	24 hrs	24 hrs	7 days	24 hrs
High Availability for Critical Business Applications	Custom			N/A			N/A		
Customer DR Staging	Annual			Annual			N/A		

Definitions	
DT	Decision Time
RTO	Recovery Time Objective
RPO	Recovery Point Objective