

# BACKUP AND DISASTER RECOVERY SERVICES

Data sheet

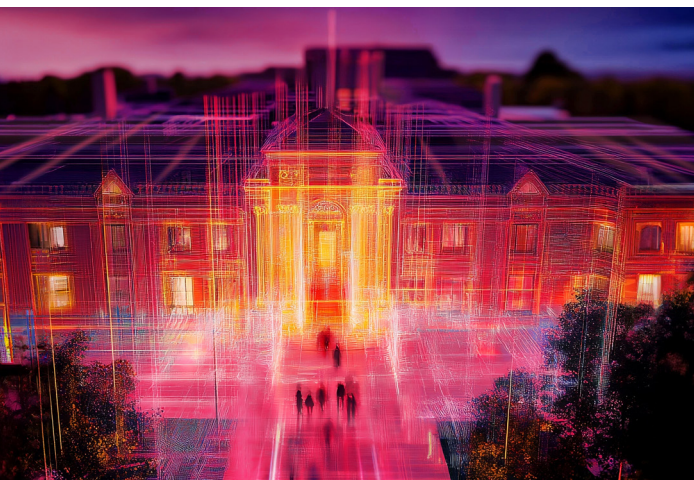


# Backup and Disaster Recovery Services

Customized to the needs of your institution, Backup and Disaster Recovery (DR) Services ensures consistent backup, recovery, and restoration of systems, applications, and data.

## Key service features

Feature	Detail
<b>Backup management and monitoring</b>	<ul style="list-style-type: none"><li>▪ Industry-standard on-prem and immutable cloud backups</li><li>▪ 24/7/365 monitoring of critical backup systems</li><li>▪ Rightsized approach to address retention and security requirements matched to institution budget</li><li>▪ Predictable monthly expense</li></ul>
<b>Restoration and recovery</b>	<ul style="list-style-type: none"><li>▪ Tiered, SLA-based recovery time objectives (RTOs) and recovery point objectives (RPOs) across the full range of systems (i.e., core to small footprint)</li><li>▪ Data and application recovery, with failover charges incurred only if DR events occur</li><li>▪ Remote workstation functionality, via virtualized environment, to maintain campus operations</li></ul>
<b>Ransomware recovery</b>	<ul style="list-style-type: none"><li>▪ SLA-based systems recovery and failback operations</li><li>▪ Secure, isolated environment and malware assessment tools to evaluate persistence of infected data</li><li>▪ Restoration of clean data with available point-in-time restoration capabilities</li><li>▪ User acceptance testing (UAT) of individual systems</li></ul>
<b>Testing</b>	<ul style="list-style-type: none"><li>▪ Regular scheduled testing of backups monthly, quarterly, and annually</li><li>▪ DR site connectivity testing and monitoring</li><li>▪ Annual restoration and validation of mission-critical VMs, plus functionality testing of critical components and systems (e.g., domain controller, ERP system)</li><li>▪ Table-top DR simulations for failover/failback scenario testing</li></ul>
<b>Reporting</b>	<ul style="list-style-type: none"><li>▪ Monthly, quarterly, and annually scheduled check reporting, along with quarterly DR plan review and consultation</li><li>▪ Day-to-day functionality management</li></ul>



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