CloudRecoveryService

A New Paradigm in Continuity

While some businesses elect to operate on core software applications that run in the cloud, many continue to choose the advantages of on-premise applications and servers. Those that go the "on-premise" route inherit the risk associated with server downtime. And while businesses certainly have varying degrees of tolerance for downtime, most would begin to suffer serious repercussions from a loss of critical systems lasting more than just a few hours. The trouble is that recovery from such an event can be impacted by a number of factors including:

• The time of day at which the system failure occurred

• The availability of service for the failed system

• Remote or onsite response time related to the service

• The availability of parts that may be required

• The availability of software that may be required to rebuild the server

• The time required to rebuild a failed system

• The availability and viability of backup data

These factors and others can combine to delay recovery of critical servers and workstations well past the tolerance level. Businesses with critical systems need a way to remediate this potential impact on their processes. Cloud Recovery Service from Harland Technology Services is the solution to this challenge.

What is Cloud Recovery Service?

Cloud Recovery Service (CRS) is a very affordable backup and recovery platform that can eliminate out-dated, tape-based backup processes while providing rapid recovery of mission critical systems. These capabilities are achieved via an onsite server appliance, state-of-the-art backup/replication software and secure offsite storage vaults. After an initial data seeding process, the software manages regular replication and refresh of data from critical systems to the server appliance and out to the offsite vault. With complete images of critical systems on a server-class appliance, a business can quickly restore its critical data or even switch operations over to the server appliance in the event of system failure. All components of the solution including the server appliance, the replication software, the offsite data storage and Harland Technology Services support are included for one low annual fee. The fee structure is very straight-forward and is based on one of four service levels and a data volume tier.

The Benefits of Cloud Recovery Service

The comprehensive CRS solution presents the potential to reduce downtime from hours or days to minutes and represents a new paradigm in backup management and continuity via a number of benefits including:

• Elimination or drastic reduction of backup tapes

• Local availability of files and folders for restores

• Local availability of critical system images

• Local failover capability to a redundant virtual server

• Offsite availability of files, folders and system images

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The Harland Technology Services Value Proposition

Cloud Recovery Service is fully supported by a team of Certified Solution Experts. Harland Technology Services has years of experience with backup and continuity solutions and can apply that experience to remediate the business risk stemming from recovery issues.

• Presales consultation and design

• Initial solution set-up and configuration

• On-going support

• Failover management

• Recovery management

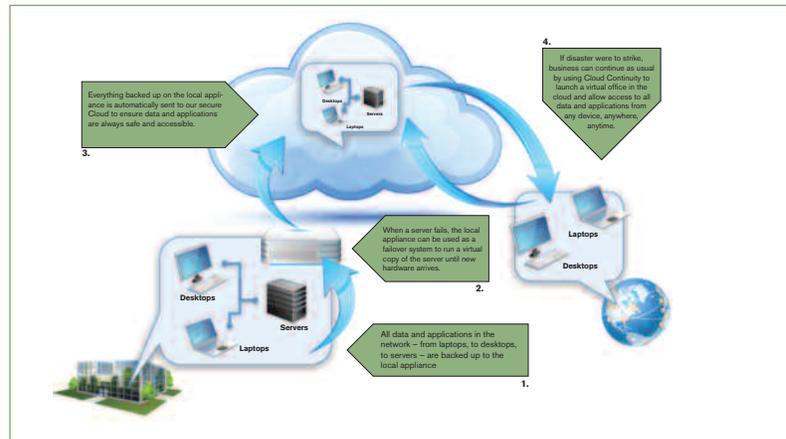## Cloud Recovery Service Considerations

The promise of tape elimination and speedy recovery are very alluring and can be achieved via careful consultation. A number of factors must be considered and can easily be incorporated into the solution by a Harland Technology Services Certified Solution Expert. These considerations include:

• Data Retention Requirements: The amount of historic data a business needs to save will impact the required data volume tier and can mandate that portable media solutions are included as part of the overall solution.

• Network Bandwidth: Onsite and offsite backup and recovery processes depend on sufficient network bandwidth which can be affected by network backbone capacity, under-sized routers, internet bandwidth and more.

• Backup and Refresh Windows: The right balance must be struck between backup frequency and network impact to ensure optimum recoverability and network performance. By default, Harland Technology Services targets the most frequent possible refresh window to ensure the most elegant recovery.

• Virtual Failover Timing: When considering the decision to leverage the virtual failover option, business owners must consider the timing of the most recent backup and refresh versus the production server's anticipated repair time. If the production server can be repaired with minimal business impact, it may be more prudent to focus on the repair versus a virtual failover.

• Restoration of Production Server: While a virtual failover to the server appliance can happen quickly, restoration to the production server environment can take some time and may require scheduling after normal business hours.

Value and Peace of Mind

The drudgery of backups and the risk associated with recovery of critical systems no longer need to be pain points for IT decision makers. Cloud Recovery Service from Harland Technology Services changes the backup and recovery game and provides comprehensive value and peace of mind at an affordable price. A Harland Technology Services Certified Solution Expert can provide a demo and design a solution tailored to a wide range of business needs.

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