

Sun StorageTekSM Business Continuity and Disaster Recovery Services



Highlights

- Manage inevitable changes in your business with strategic data protection planning and deployment
- Create a business continuity plan that considers the impacts of service interruptions, the order of priority for recovery, your technical infrastructure, and your interdependencies
- Develop a step-by-step process for restoring and recovering designated hardware and software in your datacenter
- Learn what to do when a service interruption occurs so you can minimize disruption and data loss
- Increase the sense of security among personnel, suppliers, vendors, partners, investors, and customers



Services and expertise to help protect your future

Considering the complexities of heterogeneous environments, the development of a business continuity plan may be a daunting task for your staff. Turn to the certified* experts at Sun to help with business continuity and disaster recovery services. Our consultants use proven methodologies and industry best practices to help you assess, architect, implement, and manage the availability of information across the spectrum of recovery alternatives.

Create first-rate business continuity and disaster recovery plans

Sun uses best practices and proven methodologies that begin with comprehensive assessments to determine criticalities, financial impacts, recovery time-lines, and available solutions for each business function and application. The outcome of this analysis helps you allocate budget and identify business continuity strategies.

Following an assessment, Sun experts architect heterogeneous solutions to meet the full array of your recovery time objectives (RTOs) and recovery point objectives (RPOs). After rigorous testing validates the solution in your environment, we can then help you install, implement, manage, and maintain an end-to-end solution that incorporates industry-leading hardware and software.

Protect your datacenter and your future

Datacenters are the heart of most companies today. We can help you protect this key asset with services that assist with business impact analysis, business continuity plan development, technical assessments, and disaster recovery planning. Sun experts help you build a solid, well-tested plan for restoring your IT infrastructure quickly in order to minimize interruptions for personnel, suppliers, vendors, partners, investors, and customers. Such fast restoration may not only preserve but also strengthen your company's reputation and professional standing in the business community.

Business Impact Analysis Service

The development of a business case for business continuity solutions requires information from all business units in your organization. Through Sun's Business Impact Analysis Service, our experts help you gather this information and identify the associated operational and financial impacts of disruptions for an enterprise, system, business unit, or application.

We then assist you in developing RTOs and RPOs for each business service or function and assess the risks to hardware, applications, and data. This allows you to better prioritize applications, data, functions, and processes by criticality and establish a recovery hierarchy. Findings are analyzed and documented in a comprehensive business impact analysis report that includes recommendations for improvement and suggested solutions.

Business Continuity Planning Service

How solid are your business continuity plans? This service helps you answer that question. Sun experts analyze your current business continuance plans and procedures and suggest improvements to meet your business continuity objectives. Sun experts conduct an assessment of the current infrastructure supporting critical applications and identify potential gaps in alternate recovery locations.

*Business Continuity and Disaster Recovery Certification through the Disaster Recovery Institute International (DRII)

The Business Continuity Planning Service takes your entire business into account, including IT infrastructure, business units, people, business processes, and the facilities you use to deliver your products and services. We help you gather critical business resumption information to assist in your company's recovery and address emergency response, media correspondence, employee notification, command center location, and more.

Sun experts can also work with your team to design solutions that provide the transmission of data between your facilities, which can help you reduce your RTOs and RPOs. The Business Continuity Planning Service culminates in the transfer of knowledge to your team, so your staff can take charge of the change-management process and maintain your ongoing business continuity plan.

Disaster Recovery Plan Audit

As a supplement to your business continuity plan, the Disaster Recovery Plan Audit provides a step-by-step process for restoring and recovering designated hardware in your datacenter. Sun experts identify potential outage threats, vulnerabilities, and existing controls for mitigating and reducing outage exposures. We document findings and offer suggestions for reducing the likelihood of outages and mitigating their impact when they do occur. This service reviews the target systems on which data will be recreated and the required procedures for operating systems, applications, and data.

Part of the Disaster Recovery Plan Audit, the Technical Disaster Recovery Assessment service provides you with a documented view of your IT infrastructure. Sun experts identify information sources for IT components and gather diverse IT system design information. Taking into consideration your system software, application software, system hardware, LAN/WAN networks, data storage subsystems, operations and security, physical plant environment, and power systems and subsystems, we map the environment design, analyze data, and document findings. Findings and observations are consolidated in a technical assessment report that includes recommendations for improvement and suggested solutions.

You can also take advantage of Recovery Test Assistance services to help test and optimize disaster recovery procedures at your alternate recovery site. Sun experts help with your disaster recovery exercises, including pre-test conference calls, on-site support, procedure updates, and knowledge transfer to your staff.

Engage the storage experts

Sun's storage professionals help you address storage challenges by delivering integrated solutions that optimize and manage storage performance over the life of your data. Focused on cost management, reliability, and flexibility, our proven methodologies and commitment to best-in-class, global professional services and multivendor support help you gain and sustain measurable results.

Learn more

To learn more about Sun StorageTek business continuity and disaster recovery services, contact your local Sun Sales Representative or Authorized Reseller or visit: sun.com/service/storage/continuity_recovery.xml

Why Sun Services?

With more than 36 years of storage expertise and a highly-trained and experienced staff, no one is better positioned to provide you with insightful, detailed and objective assessments.

We have both experience and a track record of proven results in applying our information lifecycle management strategy to our customers' toughest storage challenges. And, unlike other vendors, we offer independent analysis, unique analytical tools and a range of options including technologies, partners, and our own portfolio of solutions. Our solutions are driven by your needs and aimed entirely at your success.