

## **Tenecom Seismic - Disaster Recovery & Redundant Backup (TSDR)**

### Executive Summary

**Serious about planning for data disasters???**  
**Then spend the time reading this brief document.**

### **What Could Go Wrong?**

- Server hard drive fails at 5pm. The amber light on the tape drive means that the drive has not been cleaned and most of your tapes are dirty. The last good tape is two weeks old.
- An air-conditioning pipe cracks and the server room is flooded damaging a critical server. The tapes are stored offsite but it will be a week before an identical tape drive can be delivered.
- A truck backed up and went right through your ground floor window and has just removed your servers and some critical PCs.
- Your former network administrator forgot to tell you, before he left, that the backup tapes seem to keep ripping. Someone just deleted the payroll directory.

Each one of these stories is true and happened to one of our customers over the past 20 years. The only difference is that in each case we were lucky enough to recover the data....somehow.

### **Is this solution only good for disaster recovery?**

#### Key Features

- Customers now have the ability to test the quality of their backup at Tenecom's data facility, without the expense of duplicate hardware
- Increases the speed of nightly backups 10x
- Creates snapshots of your data during the day which allow you to restore data from any point during the day and not just from last night's tape backup
- A complete server recovery is 10x faster than using traditional tape
- Redundancy in combination with a tape backup system
- Onsite or offsite recovery to dissimilar hardware

## The Cost of Your Data

Published statistics claim that 70% of businesses that experience catastrophic data loss will be out of business within 3 months. Using examples drawn from our customers we will try to give an idea of how a disaster may affect your business.

### Scenario A

Heavy equipment manufacturer with approximately 100 employees

All design drawings are stored on a central server

25 Engineers earning a minimum of \$45 per hour

Outage of 10 hours =  $25 \times 45 \times 10 = \$11,250$  in lost wages

Data directory with design drawings cannot be recovered: Customer cannot fulfill orders, delays in production and delivery. Customer cannot continue operations.

### Scenario B

Retail food outlet with 10 employees

Accounting data and order processing stored on a central server

10 staff earning a minimum of \$20 per hour

No real loss in terms of dollars and orders can still be entered manually

Complete data loss: All accounting data has to be re-entered. All invoices and purchases are lost. No ability to calculate receivables or payables. Costs for employees to re-enter data.

### Scenario C

Real estate developer and property management with 50 employees

All property listings, photographs, and contracts are stored on a central server

Email system is dependent on Exchange Server

50 staff earning a minimum of \$40 per hour

Outage of 15 hours =  $50 \times 40 \times 15 = \$30,000$  in lost wages

Data directory or email cannot be recovered: There is no point even considering how they can continue.

**Every business has to assess the affect a critical data loss will have on their business and continuing operations. It is Tenecom's responsibility to bring the issues to the forefront and to provide reliable solutions to address your computing and disaster recovery requirements.**

## Expectations

Most end users do not know how long it would take to restore a critical server. As an example, your primary Windows 2003 Server fails and has to be reloaded from tape.

Problem determination & travel time:	3 hours
Attempt at resolving problems without reloading:	3 hours
Reinstall Windows Server, updates, install backup Software and catalogue a tape	4 hours
Restore the last successful tape (assume 100gig):	<u>6 hours</u> 16 hours

## Problems and Delays

- More than one server is affected
- Last night's tape was not successful
- After the server is restored, all the data must be re-entered
- Physical damage to the server(s) and having to install on different hardware
- Re-location, in the event the original premises are inaccessible

## Is Tape Backup Still Important?

- Tenecom's Disaster Recovery solution is not meant to replace traditional tape backup but to add redundancy
- Tapes are an inexpensive and proven method of backup
- Recovery from tape is typically more straightforward
- Tapes can be stored for years to address historical and legal storage requirements

## **After I've paid for my network, now I have to buy this?**

- Most businesses have a legal requirement to ensure they can recover from a disaster and loss of corporate data
- Disaster recovery is only one of the benefits of this solution as you now can actually test the viability of a full system restore at any time as well as creating a much faster process for nightly backups
- Disaster recovery must be addressed and any client that does not evaluate the costs and their requirements is being negligent with their business continuity requirements
- If Tenecom did not provide you with Disaster Recovery options, we would be negligent in the quality of service we provide

## **TSDR - Major Advantages**

- Continuous data backup to inexpensive network storage devices
- Devices can be removed and replaced at any time with an identical unit so that one total backup of your network is always offsite
- Rapid restore of critical servers in comparison to tape alternatives
- Ability to restore files that were changed or deleted, during the day
- Ability to restore complete systems to dissimilar hardware
- Solutions that are available for critical servers and PCs

## **TSDR – Cost (Budget)**

- One server with 150G of data, backup software, maintenance, two offsite recovery tests, two external data storage devices:       \$4,900