



Blackhawk Technology Consulting LLC

Disaster Recovery and Business Continuity Services and Solutions

Overview:

Hurricane Katrina, the Los Angeles/Northridge earthquake in 1994 and floods, all natural disasters. These natural disasters can devastate states, cities, communities and the businesses and services, which keep these communities together. Studies show that more than 25% of businesses which have been damaged by these natural disasters never recover.

Even if you have planned for a natural disaster, there are endless man-made disasters which can occur. During 9/11, a major data center in New York was taken down by the terrorist's attacks, leaving hundreds of businesses without access to their online ecommerce applications. All of the businesses which were linked to this data center came to a screeching halt; the business failed their customers because they did not have a comprehensive disaster recovery and business continuity plan.

'That could never happen to me or my business'. 'We don't even live in a high tornado, earthquake or hurricane zone, we will be fine'. Those types of excuses simply will not do anymore. If you have never run any actual tests, how can you tell if you and your business are ready? A large number of companies who have run actual simulations have discovered that their DR and BC plans were brutally lacking. Where will your staff be located? How will they access critical information if all of your equipment and information resources have been destroyed, will you have systems and information resources in place to continue receiving orders or requests?

Disasters/Crisis/Emergencies Statistics:

Disasters, crisis and emergencies are often unforeseen eventualities which can occur at any time and in any form, leaving behind a far reaching impact on an

organization. How can you ensure that your businesses operations are uninterrupted and protected from all of these unforeseen eventualities? The following statistics should bring to light what a disaster can do and why it is so crucial to have a DR and BC plan in place.

- A recent Gartner study found that: 70% of organizations which have suffered a major IT disaster without a valid recovery plan in place fail within the next year.
- The Federal Emergency Management Agency (FEMA) said that the costs of disasters are 15 times greater than the costs of preparing for disasters.
- Contingency Planning Research (Jericho, NY) estimates based on a survey of 450 of the Fortune 1000 companies. Cost per hour of downtime – \$78,000 Average incidents per year – 9 Hours per incident – 4.2 hours Downtime cost per year – \$2,970,000

From the above statistics, your business cannot afford to be without a strong and reliable DR and BC plan. The Blackhawk Disaster Recovery and Business Continuity Services and Solutions can help your business in building a better prevention mechanism and maximizing the flexibility of your business operations against any disaster or emergency. Our proven solution will significantly reduce the overall impact of any disasters on your organization. Our DR and BC services and solutions comprehensively address various forms of prevention and recovery methodologies and strategies. We can provide your business with a cost-effective solution on the measurements of Return on Investment (ROI) and Total Cost of Ownership (TCO).

Business Drivers for DR and BC Solutions and Services:

The strict definition of a DR and BC plan is as follows: The proactive planning and measures adopted by an organization, to operate at a minimal acceptable loss (tangible or intangible) and to ensure the continuity of crucial business functions (process, people, and technology) in the event of a disaster or an emergency caused to an organization due to a natural abrupt, technical failure or an intentional/unintentional human act.

Armed with the above definition of DR and BC planning, the key business drivers for DR and BC planning are:

- Business Challenges – Ensuring continuity of business operations, adhering
- To Service Level Agreements(SLAs), customer satisfaction and business agility.
- Strict compliance with industry specific rules and regulations and global standards.

- Minimizing the impact on operations due to the threat and risk which is associated with dependencies of the technology enablers.

Businesses, no matter how small or how large, need to have a well thought out and executed DR and BC plan in a very methodical and cost-effective manner to achieve resilience.

Blackhawk DR and BC Solution Foundation:

The Blackhawk DR and BC solution is based on the foundations of risk assessment of the business operations (process, people and technology) with reverence to the threats which are associated and developing a risk analysis and business impact matrix. It is at this point that we define the Recovery Time Objective (RTO) and the Recovery Point Objective (RPO).

Blackhawk DR and BC Solution Framework:

The following is the primary framework for the Blackhawk DR and BC Solution.

1. Mitigation Planning: This step is designed to define prevention and mitigation methodologies, alternative business continuity strategies and policies; to develop a backup and restoration plan, escalation and notification mechanisms and DR plan activation criteria.
2. Solution Design: This is to define the DR solution architecture and develop business continuity processes and procedures to ensure everything necessary is in place.
3. Implementation, Testing and Validation: This step is designed to implement the recommended procedures and the DR solution, to test the availability of the DR site, the retrieval of crucial records and information, the lead time for restoration and validate all of the test observations.
4. Management, Updates and Review: This step is designed to check the BC plan procedures and modify the plans based on experience, exercise the plans based on the selected scenarios, update the plans with the changes and improvements.

The Blackhawk Difference:

Don't let a natural disaster, intentional or unintentional disaster or electrical failure bring your business down, discover today how Blackhawk Technology Consulting LLC can help your business:

- Give you options for solving your DR and BC pains
- How to increase your Recovery Time Objective (RTO) and Recovery Point Objective (RPO) time
- Solutions which can work within your existing environment
- Strategies that Blackhawk Technology Consulting LLC has used to help others
- How to implement a responsive and reliable DR and BC system

Blackhawk Technology Consulting LLC can help you and your business consider the possibilities and plan for the unexpected. Through our time-tested processes and procedures, we can guide you in implementing an ongoing, sensible and cost-effective DR and BC plan. We will guide and show you how you can have your business up and running in a matter of minutes, hours or even days.

Blackhawk Technology Consulting LLC is unique in that its technology professionals have proven expertise and capabilities in virtualization technologies, from planning, designing, deploying, and supporting organizations using virtualization technologies so that businesses can remain productive and profitable.

For more information or to receive a quote about the Blackhawk and BC Solution, please call (541) 505-7229 or e-mail sales@blackhawk-tech.net.

© 2007, Blackhawk Technology Consulting LLC