

# HP Services

## Business Continuity Services

Business Recovery Critical Service



### Protecting your critical IT-based business processes

What would happen to your business if you had a major disruption to a critical business process due to a disaster, site outage, or serious IT problem? Would it affect your revenue? Profitability? Customer loyalty? Stock price? Companies have become very dependent on information technology to run their businesses and achieve competitive advantage. For example, if your ERP system shut down, how would that impact your company? What if your customers couldn't purchase from you? What if the outage lasted days or even weeks? IT has become the backbone of most companies and if your IT is down, it is more difficult to conduct business—if you can conduct business at all.

Whether the outage is caused by a disgruntled employee, a broken pipe, a malicious virus, a flood or fire, or even a massive power outage, the impact to your company's bottom line can be disastrous.

The HP Business Recovery Critical Service (BRS Critical) is a cost-effective premium service for a wide variety of IT-supported mission-critical business processes. HP uses industry-unique processes, value-added software, and specially trained personnel so that you will have recovery hardware commissioned, the operating system loaded, and disk volumes configured at an HP Recovery Center within 7 hours of disaster declaration.

HP personnel do all of this preliminary work without any effort on your part. Application and data loading are normally your responsibility, although HP specialists are available to assist in these procedures.

Given the 7-hour service level objective for the hardware to be commissioned, the operating system loaded, and disk volumes configured, end-user connectivity to the mission-critical applications will normally be available within 8 to 24 hours of disaster declaration (depending on data size and your recovery procedures). For example, with a typical database and high-speed tape mechanisms, full recovery would normally be expected within 12 hours.

HP has the expert personnel and understands the processes necessary to help you quickly recover your complex IT environment

## Features

- Recovery Centers located across Africa, Asia Pacific, North America, South America, Western Europe, and Eastern Europe
- System setup, operating system loaded, and disk volumes configured by HP personnel within 7 hours of disaster declaration
- Use of HP Recovery Center for up to 84 days following disaster declaration (after which a daily usage charge is applied)
- Customer-defined disaster
- Full use of customer facilities at the Recovery Center—typically including meeting rooms, food service, copy/fax equipment, shipping/receiving, 365 x 24 central security, and facility coordinators
- One to six days of rehearsals with expert onsite technical assistance
- Option of remote rehearsals and remote operations

## Benefits to you

- Faster recovery in the event of a disaster
- Recovery begun by HP personnel (without the need for assistance from disaster-preoccupied customer personnel)
- Strong preparation for disasters through expert-led consultative rehearsals

## Covering all major platforms in your data center

HP BRS Critical is available for the following platforms:

- HP UNIX® servers (PA-RISC and Itanium™-based systems)
- HP AlphaServer and VAX
- HP NonStop servers
- Intel® servers (Microsoft® Windows NT® and Windows® 2000)
- Sun servers
- IBM iSeries/AS400
- IBM pSeries/RS6000

Exact platform coverage varies by Recovery Center.

## Rehearsals—a key to your successful recovery

HP views disaster rehearsals or testing as being crucial to achieving successful, fast recovery following a major disruption or disaster. In particular, we treat rehearsals as a consultative learning experience for our clients.

Accordingly, HP recovery specialists will advise, analyze, and suggest improvements before, during, and after disaster rehearsals.

The content of the rehearsal includes the following:

- One to six days of eight-hour shifts during normal working days (evening and weekend rehearsals may be scheduled at some Recovery Centers)
- Equipment configured and operating system loaded as during a real disaster
- Documented feedback following the rehearsal
- Erasure of data from disks upon completion of rehearsal

Remote rehearsals, managed from customer or HP premises, are available as an option.

## Configuration vaulting to speed your recovery

HP is able to deliver its 7-hour service level objective through use of industry-unique processes, value-added software, and specially trained personnel. Based on operating environment, HP uses shared technology with HP High Availability Observatory or other similar processes to vault your system and disk configuration in a storage vault at the HP Recovery Center. Configuration vaulting helps you avoid the glitches that can arise with more manual processes and may significantly speed your recovery.

## Why HP Services for Business Recovery?

What makes the HP Business Recovery Critical Service offering so appealing?

- **Contractual flexibility.** HP provides more flexibility than some other continuity vendors in allowing you to more economically make contract changes and exit your contract under specified circumstances.
- **Flexible access for rehearsals.** HP can typically schedule your rehearsals at our Recovery Centers within 3 months—unlike the 6- to 18-month waits that are common with some vendors. Furthermore, if your plans change, we can easily reschedule your rehearsal.
- **Subscription restrictions.** HP can provide stronger protection against large-scale or multiple-disaster scenarios than some other continuity vendors through limiting the number of subscriptions for a particular piece of equipment to 25. In contrast, some other major vendors have no definite subscription limits and subscribe up to 50, 75, or even larger numbers of customers to a single piece of equipment.
- **Well-tested recovery processes and experienced personnel.** HP has the expert personnel and understands the processes necessary to help you quickly recover your complex IT environment—not just provide loaner hardware.
- **Single-vendor solution responsibility.** HP can take full responsibility for your business continuity solution—integrating business continuity planning with both data center recovery and office recovery.

## HP Services goes the extra step

HP Business Recovery Critical Service is just one of the services that HP offers to help you provide continuity for the IT resources that run your vital business operations. Other business recovery services include our Business Recovery Core Service that provides 24- to 72-hour recovery out of an HP Recovery Center, an HP Mobile Recovery Center, or at your alternate facility as a Ship-to-Site service.

In addition to the business recovery services, HP offers a full spectrum of proven business continuity solutions to reduce exposure and vulnerability, help you protect your mission-critical operations against diverse downtime threats, and ease your recovery if an unforeseeable catastrophe strikes.

Our portfolio includes:

- **Business continuity consulting**
- **Disaster tolerant services**
- **Business recovery services** (for the office and the data center)
- **Backup and recovery services**

## For more information

HP BRS Critical may be purchased as a contract at any time under HP part number H6733AA and is subject to additional terms and conditions, which are contained in the contract and the applicable appendix. The contract may be established for one to five years with significant discounts available for multi-year contracts. Pricing information is available from your local HP service sales representative. Some options vary in availability by facility.

For more information about the HP Business Recovery Critical Service or other HP Business Continuity Services, please contact your HP representative or e-mail us at [business.continuity@hp.com](mailto:business.continuity@hp.com).

You may also find more information on HP Business Continuity Services on our Web site at [www.hp.com/hps/continuity](http://www.hp.com/hps/continuity). HP Business Continuity Services are part of our broader Business Continuity & Availability Solutions—encompassing both technologies and services. More information on these broader scope solutions can be found at [www.hp.com/go/continuity](http://www.hp.com/go/continuity).

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