

# HP Services

## Business Continuity Services

Office Recovery



### Protecting your critical people-based business processes

Business continuity is not just about the recovery of your IT data centers, but also of your people-based business processes. Call centers, order entry, and trading floors are critical processes in most companies. To help maintain the continuity of these office-based processes, HP provides work area recovery facilities in various locations around the world.

For your key personnel, these fixed and mobile recovery centers provide fully equipped desks and office equipment, including PCs, advanced telephony capabilities, information services, data and audio network connectivity, and expert recovery specialists with the procedures and tools to assist in your fast recovery. As part of this service, HP can also provide full integration of the business process recovery with the recovery of the underlying IT infrastructure.

By deploying your staff at an HP Office Recovery Center, your customers need never know that anything serious has occurred. You are able to maintain essential services, financial control, and the confidence of associates and investors.

# HP offers a full spectrum of proven business continuity solutions

## Features

- Three levels of service: basic work area, call center, and trading floor
- Experienced HP personnel using well-trying and tested recovery procedures and tools
- Over 50 fixed office recovery centers with a total of over 13,000 seats located across Africa, Asia Pacific, North America, South America, Western Europe, and Eastern Europe
- Fixed office recovery centers—typically equipped with meeting rooms, food service, copy/fax equipment, shipping/receiving, 365 x 24 central security, and facility coordinators
- Mobile office recovery centers in Africa, Americas, and Europe
- Mobile office recovery centers—shipping and setup typically within 24 to 48 hours, depending on your location

## Capabilities

HP does not just provide office recovery facilities and equipment, but also provides you with the expertise, procedures, and tools to help maintain the continuity of your key office-based business processes. HP works with you to develop and maintain a “profile” that describes in great detail how the office recovery facility, PCs, telephony systems, and (as applicable) trading positions should be configured for rehearsals and actual disaster invocations.

## Base work area capabilities

Base work area capabilities provided include provision of the office recovery facility (as described above), desks, PCs, and digital phone sets.

HP stores or vaults one or more desktop images of your PC applications on a centralized server in the recovery facility. Through established utilities and processes, HP does a fast multicast loading of these images at the time of rehearsals or actual disaster. For example, at one rehearsal, HP personnel loaded 500 PCs in a space of two and a half minutes. HP also does a periodic technology refresh to assist in keeping the PCs up-to-date with developing technology requirements.

Base work area positions or seats are available on a dedicated basis, on a shared-subscription basis with PCs permanently located in the recovery facility, and on a shared-subscription basis with PCs shipped into the center at time of disaster.

## Advanced telephony options

In addition to basic work area capabilities, HP offers a variety of advanced telephony options that are applicable to call center recovery, trading floor recovery, and other advanced office-based business processes.

- **Automated Call Distribution (ACD).** Calls to a main number can be automatically distributed to various staff members. Calls can be distributed uniformly, so that each member receives the same number of calls each day, or to a primary answering point with overflow calls distributed to backup staff members. Sophisticated systems can direct calls to the person or group most qualified in dealing with specific issues. Call center managers can monitor call traffic and assign call takers from one work group to a busier work group on a real-time basis.

- **Free seating.** Staff members can login and logout of the Automated Call Distribution group from any phone as needed.
- **Call recording.** Calls can be recorded on an individual phone basis to meet regulatory, quality assurance, or other business requirements.
- **Voice mail.** Voice mail ports can be provided with or without a work area position. The voice mail port will enable the client to record a personal greeting or to use a system-generated message.
- **Direct inward dial (DID).** Service feature that allows inward-directed calls to a PBX to reach a specific PBX extension without human intervention.
- **Call redirection (also referred to as 800 redirect).** Automatic call rerouting from one customer location to a recovery facility via a telecommunication central office.
- **Additional trunking.** The ability for a PBX to receive or generate additional calls by adding trunks (or lines) to the existing trunk group or by utilizing a backup trunk group.

#### Information services and overhead monitors

For trading floor recovery or other real-time information-based business processes, HP can provide a variety of information services through desktop PCs and overhead monitors. Information service leads can be provided for Reuters, Bridge, Bloomberg, ILX, Autex, Business Wire, etc.

## 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.

Rehearsals provide an opportunity to test profiles and refine your processes. This helps maintain the continuity of your critical office-based business processes through a smooth and quick transition from your normal office environment to the HP facility and systems.

## Why HP Services for Office Recovery?

What makes HP's offering different from that of other business continuity vendors?

- **Location.** The location of our facilities is attractive to many companies looking for a work area recovery site that is not too far, but not too close. Supplemented by our mobile office facilities, HP can serve the needs of most major population centers.
- **Well-tested recovery processes and experienced personnel.** HP has the expert personnel and understands the processes necessary to help you quickly recover your office-based business processes—not just provide a building with desks.
- **Contractual flexibility.** HP provides much more flexibility than some other continuity vendors in allowing you to more economically make contract changes and even exit your contract, if you so desire.

- **Flexible access for rehearsals.** HP can typically schedule rehearsals at our office 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.
- **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. With data center recovery coverage for IBM, Sun, Dell, and EMC equipment—in addition to coverage for our own broad HP line of equipment—we can be the single point of responsibility for your business continuity solution.

## HP Services goes the extra step

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

Our portfolio includes:

- **Business continuity consulting**
  - Analyze
  - Design, build, and integrate
  - Manage and evolve
- **Disaster tolerant services**
- **Business recovery services**
- **Backup and recovery services**

## For more information

The Office Recovery service may be ordered under HP part number 1688AA. Pricing is based on the service level and the exact options selected. Some options vary in availability by facility.

For more information about Office Recovery 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 our Web site at [www.hp.com/hps/continuity](http://www.hp.com/hps/continuity).

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59822459EN, 10/2003

