Disaster Recovery
eCMS CLOUD ERP FOR ALL YOUR CONSTRUCTION BUSINESS NEEDS

Features

- Disaster Recovery provides a set of policies and procedures to enable the recovery or continuation of your vital eCMS ERP system and technology infrastructure following a natural or human-induced disaster.

- Real-time data replication to Tier III SAS 70 Type II compliant data center creates a hosted disaster recovery "Hot Site" for use in the event of a primary system failure.

  - Fully redundant network, power and cooling systems
  - Proactive monitoring of all critical systems
  - 99.995% uptime
  - High level of physical security
  - 24/7 onsite maintenance staff

- Users are re-routed to a hosted "Hot Site" for continued operations until primary system is fully recovered.

Benefits

- "Hot Site" is ready when you need it to allow for expeditious failover

- Recover from any short-term, long-term, simple or complex interruption of your IT infrastructure functions without losing productivity or data

- Business Continuity

  - Shorten Recovery Time
  - Reliable IT infrastructure
  - Reduced Risk
  - Reduced Costs

Application Overview

Computer Guidance's Disaster Recovery solutions ensure that your company's most valuable asset, its data, is safe and secure in the event of an emergency.

Utilizing a state-of-the-art, Tier III SAS 70 Type II compliant data center as the backbone of the Disaster Recovery offering, the application protects you against prolonged downtime and data loss in the event that something happens to your IT infrastructure or facility. Disaster Recovery solution allows your company to failover to a remote server and continue working during the time that your primary eCMS server is out of commission. The Disaster Recovery application enables your secondary eCMS server to take over the tasks of your primary server until is it fully recovered and operational.

Hosted eCMS customers receive the Disaster Recovery solution at no additional cost while Computer Guidance's on-premise eCMS customers can subscribe to this invaluable solution in a cost-effective way.

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Disaster Recovery

HOSTED eCMS DISASTER RECOVERY OFFERING

The Computer Guidance Hosted eCMS offering provides Hosted eCMS with fully integrated hot-site disaster recovery. To provide this service, we have built a multi-layered data replication infrastructure including multi-site backup and recovery approaches to ensure maximum data redundancy and integrity for our hosted customer.

Data Replication Process—Computer Guidance's hosted disaster recovery offering leverages our dual data center infrastructure topology to provide system redundancy in the event of a system failure event. The customer's eCMS data is replicated in real time from their active eCMS operational system to a standby DR instance located in the opposing CGC data center. Windows data components are replicated on a daily basis. The Windows based systems of the eCMS ERP solution utilizes SAN-based technology.

Recovery Events—In the event a disaster occurs at one of the CGC Data Centers, Computer Guidance will initiate our DR recovery plan which will inform the customer the event has occurred, activate the customers' DR instance of eCMS and re-route network traffic to the appropriate data center. Computer Guidance will also discuss potential event duration and any other needs and concerns that may arise by the customers.

Hosted Data Replication Diagram
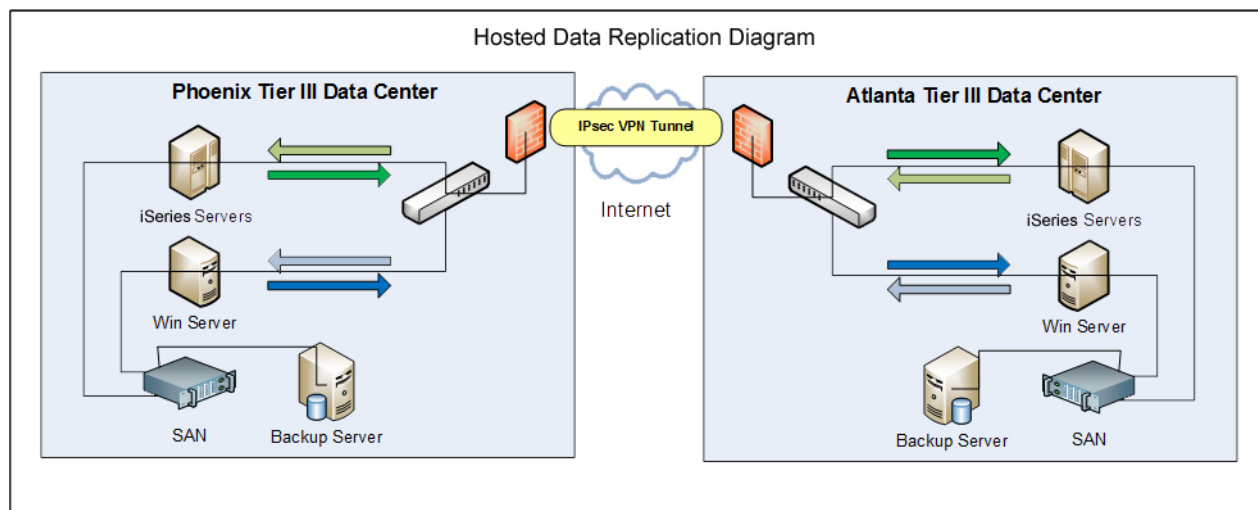
Back-up and Recovery Process—

The IBM iSeries based systems of the eCMS ERP solution utilizes iCluster technology.

- Customer data is replicated in real time between our Phoenix and Atlanta Tier III data centers.
- On a daily basis, the systems are backed up to our central backup servers and the daily backup files are retained for 7 days.
- Weekly backup files are retained for 1 month and are replicated across data centers.
- Monthly backup files are retained for 2 months and are replicated across data centers.

The Windows based systems of the eCMS ERP solution utilizes SAN-based technology.

- Systems are replicated between multiple SAN based storage points on a weekly basis.
- Cognos Business Intelligence & Analytics definitions are backed up daily, are retained for two weeks, and are replicated across data centers.
- BusinessObject Business Intelligence & Analytics definitions are backed up daily, are retained for two weeks and are replicated across data centers.
- Current versions of the data components and configurations for Web 2.0/3.0 and IDI related eCMS technologies are retained.
- eForms printer definitions are backed up weekly and the current version are retained.

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ON-PREMISE eCMS DISASTER RECOVERY OFFERING

The on-premise DR offering provides hosted disaster recovery service for customer with on-premise eCMS implementations. In the event a customer declares a disaster, the customer's eCMS system and associated services will be established in one of our Tier III data centers available to support their business.

Data Replication Process—The On-premise DR Service uses an IPsec VPN tunnel over the Internet to provide a secure data connection to support data replication between the customers's on premise systems and the CGC data center resources. The iSeries eCMS data is replicated to the CGC data center in real time and the Windows-based information is synchronized nightly. Once CGC receives your disaster declaration, Computer Guidance will initiate activities required to make your DR system available for use. This process typically takes 2-4 hours to perform. When completed, the customer will be able to access the following system components using their designated DR Laptop: eCMS applications, IBM Cognos Business Intelligence and Analytics and all Web 2.0 and IDI features and documents.

On-premise Data Replication Diagram

Customer On Premise Network

iSeries Server

Win Server

IPsec VPN Tunnel

Internet

Computer Guidance Data Center

iSeries Server

On-premise DR Data Store

→ Denotes iSeries real time data replication utilizing the iCluster technology

→ Denotes schedule file synchronization utilizing RSync technology.

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