

## SOLUTION BRIEF

# BUSINESS RESILIENCY SOLUTIONS



## BUSINESS CONTINUITY AND DISASTER RECOVERY

Creating a Business Continuity and Disaster Recovery (BCDR) plan is often a challenging, multifaceted undertaking. Many of OSHEAN's and NaviSite's services are designed to help support business resiliency as part of an enterprise's overarching BCDR strategy.

From data vaulting and replication services to Desktop-As-A-Service (DaaS) for remote workers, and beyond, OSHEAN and NaviSite works to augment your approach to business resiliency.

Business Continuity and Disaster Recovery (BCDR) have become non-negotiable requirements for virtually every organization. Increasing business complexity has led to a greater reliance on IT teams to keep their enterprises running at peak efficiency. This changing business landscape has driven business resiliency to evolve into a broad range of services, addressing everything from basic continuity to security, high-level risk management, crisis management and more.

When you create a BCDR plan, it's tempting to check the box and move on to the next priority on the list, but BCDR is not a one-time event. It is a continuous process that requires regular updates and extensions to support ever-evolving business environments. Even world-class servers, apps, and networks have little true value if your employees, customers and partners can't depend on access to them.

Beyond having a plan in place for relatively rare situations, such as natural disasters, businesses need day-to-day protection from more common occurrences, such as server or other hardware failures and user error.

### FLEXIBLE SOLUTIONS, GUARANTEED SERVICE LEVELS

Many of NaviSite's services, and OSHEAN's Beacon 2.0 network, are designed for, or provide built-in, BCDR functionality, backed by enterprise-class Service Level Agreements (SLAs) in support of overarching business resiliency plans. NaviSite's managed and cloud services can be combined and configured to help support multiple Disaster Recovery (DR) Recovery Time and Recovery Point Objectives, based on your business needs.

**Hot Site DR-** Provides the fastest failover of your mission-critical primary site to a live, near-duplicate backup site in a NaviSite data center.

**Warm Site DR-** Configured hardware is waiting to receive your software and latest data. Often supports near-term recoverability at a price between that of Hot Site DR and Cold Site DR.

**Cold Site DR-** Data center space is reserved and waiting to receive your hardware and data. Often the slowest and least expensive option; ideal for when a quick recovery is not crucial.

### RELIABLE AND SECURE DATA CENTER INFRASTRUCTURE

NaviSite operates nine data centers, reaching both coasts of the U.S. and two cities in the U.K.—including multiple SSAE-16 standardized centers. Redundant, offsite Network Operation Centers (NOCs), as well as onsite staff, continuously monitor all centers to help ensure up-time and site security.

Multiple levels of physical security also work to protect NaviSite's data centers. Biometric scanners and badges control employee access, and all approved visitors must register with security, and then be escorted by NaviSite employees throughout their visit.

Alternating current (AC) power in NaviSite's data centers is provided via uninterrupted power supply (UPS) systems. In the rare event of a utility grid power outage, each UPS system is backed up by both battery and on-site diesel generators. Automatic smoke detectors, temperature detectors and dry-pipe, double-interlock fire-suppression systems help protect NaviSite data centers from potential fire-related damages.

## SOLUTION BRIEF BUSINESS RESILIENCY

### NAVISITE CLOUD-ENABLED, MANAGED APPLICATION SERVICES

NaviSite cloud-enabled, managed application services (MAS) are designed to help streamline and secure enterprise applications. Components of disaster recovery and business continuity are built-in to all MAS offerings, thanks in part to NaviSite's resilient service delivery infrastructure, which spans multiple secure data center locations.

#### Applications NaviSite Manages:

- Exchange
- SharePoint
- Lync
- Oracle ERP
- Microsoft Dynamics
- IBM Notes and Domino
- Select Custom Applications



### SELF-SERVICE CLOUD SERVICES

NaviCloud® Self-Service Cloud Services support business resiliency in two key ways:

**Replication Support-** Virtual Applications (vApps) and Virtual Machines (VMs) can be replicated between a customer's on-premises VMware implementation and a NaviSite-hosted Director node serving as an off-premises disaster recover site via NaviCloud Self-Service Cloud Services. Regular test migrations help to ensure that apps act as expected in the event of an actual disaster.

**Backup Support-** Backing up workloads is a basic component of maintaining production apps, but it can be cumbersome to install and maintain backup agents across operating systems. Backup agents can also rob performance from end-users' machines. Self-Service Cloud Services support backups at the infrastructure level, preventing interference with VM configuration and performance.

### DEPENDABLE DATA VAULTING

Many enterprises take advantage of the high-speed, inline de-duplication capabilities of EMC's Data Domain Virtual Tape Library (VTL) on-premises, to help strengthen their backup, archiving and disaster recovery abilities. For organizations that require more resiliency than storing data at a single location can provide, NaviCloud® Vault Data Domain is designed to work with Data Domain VTL to provide a secure, highly available, replication target in a NaviSite data center. In this way, enterprises can make virtual copies of important data without expanding their physical infrastructure.

### SHARED BACKUP SERVICES

NaviSite provides managed off-site backup of unopened files on NaviSite-managed servers. All customer-requested file systems, directories and files can be backed up using one of two backup configurations:

**Tape Backup-** Supports short- and long-term data storage in a cost-effective manner.

**Disk Backup-** Helps support quick restores and easy operational management. Often, more expensive as compared to tape backup.

### DATABASE BACKUP MANAGEMENT

NaviSite can work with you to support hot database backups, which allow production database instances to be backed up without taking databases offline. Alternatively, NaviSite can work with you to support cold database backups, which require databases to be taken offline during backups. With either option, NaviSite can restore complete databases to their original locations or alternate locations.

### DESKTOP-AS-A-SERVICE (DaaS)

Even if data and applications are available following a disaster, if local offices are inaccessible due to flooding, fire or other reasons, productivity will likely suffer. NaviSite DaaS can allow employees to utilize the desktop environment, or files and apps they require, remotely, from almost any Internet-connected device—even many mobile devices.

### ABOUT NAVISITE

NaviSite, Inc., a Time Warner Cable Company, is a leading international provider of enterprise-class, cloud-enabled hosting, managed applications and services. NaviSite provides a full suite of scalable managed services for organizations looking to outsource IT infrastructures. Enterprise customers depend on NaviSite for customized solutions, delivered through an international footprint of state-of-the-art data centers.

### ABOUT OSHEAN

OSHEAN, a regional education network (REN) provides the trusted internetworking needed to deliver a true Virtual Private Cloud experience.

### CONTACT OSHEAN

For more on the full range of NaviSite and OSHEAN products, visit [OSHEAN.org](http://OSHEAN.org) or email us at [info@oshean.org](mailto:info@oshean.org).