



# Business Continuity Service

**A reliable and affordable solution to meet your data backup, disaster recovery and business continuity requirements**

## What is it?

Raycon's Business Continuity Service provides onsite backup appliances which utilise snapshot technology to continually backup all data drives on all physical and virtual Windows servers including Storage Area Network (SAN) data.

All data is automatically encrypted and sent via VPN Internet links to our secure remote storage facility located within geographically distinct UK based datacentres.

Raycon's Backup Service is operational 24x7x365 and managed by a team of backup, recovery and virtualisation experts, who can perform simple file restores, server virtualisation or, upon request, invoke full Business Continuity recovery.

## Service Summary

- ◆ All hardware appliances and software
- ◆ VPN access to Datacentre
- ◆ Setup and implementation
- ◆ Secure Offsite storage facilities
- ◆ 24 x 7 x 365 Proactive monitoring of servers, backup appliances and data transport
- ◆ File, database, email, mail & server recovery service
- ◆ Full Business Continuity failover covering premises failure

## Restore points

### Our onsite appliance holds:

- ◆ Full backup Base image
- ◆ All Annual rolled up images for the length of the contract
- ◆ Twelve monthly incrementals
- ◆ Five weekly incrementals
- ◆ Thirty daily incrementals
- ◆ Two days of intra-daily incrementals

### Our offsite datacentres hold

- ◆ Full back up base image
- ◆ All Annual rolled up images for the length of the contract
- ◆ All Monthly incremental backups for the length of the contract
- ◆ Five weekly incremental backups
- ◆ Fourteen daily incremental backups

## How does the archival work?

An initial full base image is taken when we first implement the system and then incremental images are held to allow for granular recovery to various points in time. On an annual basis we reseed your servers automatically to allow us to restart the incremental copies. This practice drastically improves the speed of server virtualisation in the event of a disaster.

## How often is my data backed up?

After performing the first full backup we setup your appliance to typically perform snapshots of your data every 15 minutes. However in certain circumstances and in consultation with each client we sometimes recommend less frequent incremental backups, or alternatively we only snapshot during operational times i.e. if a server has exceptionally high transactional loads.



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### Are there any charges for file restores?

There are no additional charges for file restores mailbox recovery or server restoration.

### How long does the daily offsite copying take?

We have multipath high speed datacentre network links and the time taken will be dependent on your own Internet connection.

### Where is my data held?

Our datacentres for offsite storage are:

- ◆ Maidenhead, Berkshire
- ◆ Maidstone, Kent

### Business Continuity Service

In the event of a catastrophic failure of your premises or connectivity that stops you from performing operational business functions we are able to virtualise all of your backed up servers with data no more than 24 hours old onto our datacentre infrastructure fabric. Following DNS replication for mail and host records we can allow a Clients staff remote desktop access to their servers and applications.

### When do I mobilise the BCP service?

The BCP service should be viewed as a last resort. It should not be invoked if the failure is minor and likely to be resolved within 24 hours.

#### Leading Causes of Data Loss

##### Hardware/System Failure

— 44%

##### Human Error

— 32%

##### Software Corruption

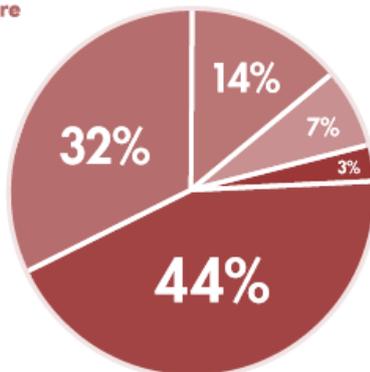
— 14%

##### Virus

— 7%

##### Natural Disaster

— 3%



#### Get in touch

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### How long can I use the BCP service?

This service can be used for a maximum of 90 days after which fees for this service will become applicable.

### Is my appliance covered by a Warranty?

Yes, Raycon Backup Service is a service and your monthly fees cover everything with no additional costs including replacement of any defective parts or systems.

### What if my data set or the number of servers I want backed up increase?

If the Clients data set or number of servers becomes more than the appliance is capable of backing up with the agreed retention levels then we will provide a larger replacement or additional appliance. The new appliance will be subject to a new agreement from the date of installation and the Client shall be liable for additional fees.

### Ownership of the data?

The Backup data being stored on the appliance and at the Datacentre remains the sole property of the Client. If the Client chooses to terminate services, we will copy backup data to external drive(s) and present them to the Client.

