

## ▶ Disaster Recovery Readiness and Policy Design

### SERVICES BRIEF

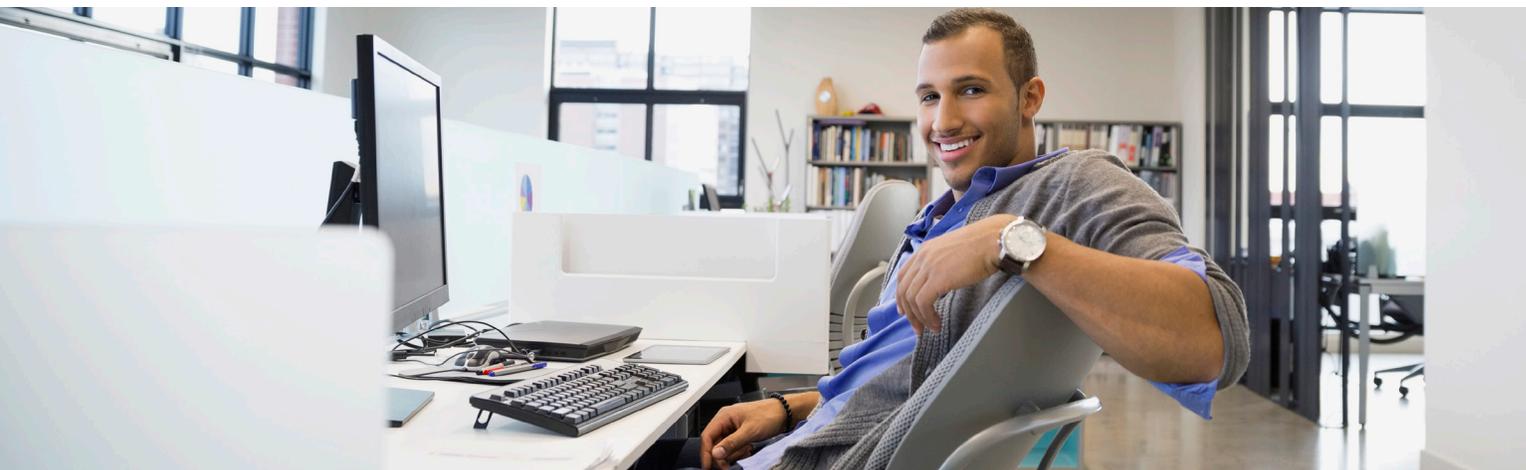
#### ▶ HIGHLIGHTS

- 1 A transformative approach to disaster recovery policy design.
- 2 Clearly defined and documented disaster recovery policies that map to specific corporate goals and accepted by key stakeholders.
- 3 Confidence that your disaster recovery capabilities meet your current needs with flexibility for growth and improvement.

#### ▶ OFFERING SUMMARY

Data loss, degraded business operations in disaster situations, and failure to pass corporate disaster recovery (DR) audits can be costly to you and your company. In addition to the direct monetary costs, today's poor DR design can have a significant impact on your reputation and industry position if a disaster recovery situation is declared.

One of the key challenges with designing a modern disaster recovery environment is that today's applications extend beyond physical server, virtual server, and even datacenter boundaries. Commvault helps its clients overcome these challenges by working closely with them during a facilitated workshop session to build a business aligned, multi-site DR architecture.



- ▶ Working closely with your backup, recovery and archive teams, Commvault can help you develop a practical, modern vision for your IT environment.

During the workshop with client stakeholders, Commvault professionals assess their legacy DR approaches, as well as their Recovery Point Objectives, Recovery Time Objectives, and other important business requirements. Then, Commvault consultants use these inputs as a foundation for executive level advice that transforms their traditional operations into standards for disaster recovery readiness. Finally, clients may choose to extend the design engagement into delivery and implementation activities. Here they can leverage the experience of hundreds of trusted Commvault Services professionals to achieve that standard quickly and cost effectively.

Commvault's comprehensive, customer-centric approach to designing disaster recovery environments brings confidence to clients because their unique business requirements have been incorporated from the beginning. Should a disaster strike, our clients can rest assured that any underlying Commvault® software environment will achieve corporate goals for recovery.

## ▶ DISASTER RECOVERY DESIGN

Commvault employs standard methodologies, best practices, and the in-depth expertise of a dedicated team of consultants, architects, engineers, and industry experts to deliver its Disaster Recovery Readiness and Policy Design offering. The Commvault team works closely with the client's IT and business leaders to discover the current state of their recovery environment, create a vision for modern, yet pragmatic capabilities, develop design alternatives, make recommendations for optimal disaster recovery policies, and propose architectures and configurations that meet those needs. Clients can expect to participate in the following activities over the life of an engagement:

**Set Priorities** – Identify and document corporate goals and key business drivers that will define disaster recovery requirements

**Policy Development** – Develop strategic, tactical and operational policies that help define the overall disaster recovery program

**Define DR Requirements by Application** – Conduct an application recovery requirements analysis to determine which applications are most critical and priority for recovery.

**Recovery Service Catalog** – Define concrete Recovery Time Objectives (RTO) and Recovery Point Objectives (RPO) for applications and associated data.

**Recommended Architecture** – Design a high level architecture that meets the discrete recovery service levels identified in the Recovery Service

**Remediation Planning** – Assess IT Infrastructure readiness and build a remediation plan for IT utility components like: VPN concentrators, DNS, Active Directory (AD), data protection, firewalls and other tier-zero applications

**Site Planning** – Assess site recovery readiness and develop plans that ensure primary and DR sites can support a DR capability. This includes discussions on insourcing, outsourcing, cloud, and cross site recovery strategies

### TECHNOLOGY CONSULTING

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▶ **KEY SERVICE COMPONENTS AND BENEFITS**

COMPONENT	BENEFITS
Standard Delivery Approach	Commvault consultants and the knowledge base supporting them leverage years of industry experience and thousands of unique data protection and recovery customers. Their skill and expertise is incorporated into a facilitated workshop approach that dramatically reduces design time and implementation execution.
Disaster Recovery Design	The Disaster Recovery Readiness and Policy Design engagement includes input and direction from the customer's key stakeholders who are responsible for ensuring that critical business functions continue in the event of a disaster. Their direction is incorporated into a tiered disaster recovery design that is balanced among cost, risk, and quality of service requirements.
Implementation	Key service level attributes of the design engagement are documented and can be implemented through the Commvault® software platform by Commvault's experienced engineers. Consideration for implementation ensures that business requirements for the disaster recovery plan are properly incorporated into the software configuration and result in a reliable, cost effective tiered recovery environment.
Prioritized Policies	Commvault disaster recovery specialists work with the client to build a prioritized list of strategic, tactical, and operational policies that define the official corporate position for response to disaster recovery situations.
Business Aligned Disaster Recovery	Key business functions and applications are identified along with respective needs for business resiliency. These requirements are the basis for building recovery capabilities that are in-line with their business value.
Recovery Service Catalog	Disaster recovery service attributes such as RTO and RPO are captured in a tiered recovery service catalog that is the centerpiece for providing disaster recovery as a service. The catalog is a vital element for building service level attributes that are easily incorporated into Service Level Objectives (SLO) or Service Level Agreement (SLA) documentation.

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