



## Up and Running

Can you get your business up and running quickly if your office or IT infrastructure is unavailable?

- Do you have a professional working environment where you can immediately redirect your team?
- If evacuated, can you provide enough computers and phones for your staff?
- Can you access appropriate standby infrastructure in your required recovery timeframes?
- Do you have enough dedicated resources to focus on getting an alternate site up and running?

**If you can't answer any one of these questions, you can't be sure you'll have a place and a way to work in a crisis. Plan-b has offices, equipment and expertise on permanent standby to give you peace of mind.**

EVERYONE  
NEEDS A  
PLAN  
B

# Up and Running

Plan-b has a nationwide suite of offices and infrastructure that are permanently on warm standby.

We are focused on backup and recovery services and we ensure that if you can't access your normal place of work for any reason, you can still get up and running quickly to keep servicing your customers.

We have a full standby office, standby infrastructure and recovery expertise offering that can be scaled to suit your business.

## Standby Offices (OfficeNOW-Office-on-Demand)

Plan-b Office-on-Demand provides you with 24x7 access to fully-provisioned standby offices should your normal place of work become inaccessible.

### Why do you need it?

Any company that relies on people to be available by phone or electronically needs to ensure they have a plan for an alternate place to work.

A quality backup that you know you can recover is essential, but you also need to know how and where your team will work.

We have five standby office facilities in Auckland (North Shore and Mt Wellington), Hamilton, Wellington and Christchurch. These facilities have 337 workspace seats and are on permanent warm standby. In an emergency you can move in and access our computers, phones and regular office equipment.

You don't need to provide your own standby facilities if you subscribe to our service.

### How does it work?

1. Plan-b maintains office facilities in "warm standby" and is available for emergency activation 24/7.
2. If you cannot access your building, you can activate and move immediately to ours.
3. Your team can start taking calls and managing data as if they are in your normal office.
4. When your normal building is available, you can move back in a controlled way.

## Standby Infrastructure (OfficeNOW-Infrastructure-on-Demand)

Plan-b Infrastructure-on-Demand provides you with 24x7 access to fully-provisioned standby servers and other infrastructure should your normal equipment fail or become inaccessible for any reason.

### Why do you need it?

Any company that relies on data to run their business needs to ensure they can provide rapid access to data through alternate infrastructure.

Maintaining your own obsolete equipment or duplicating your current systems may provide some cover but you can't be sure it will be reliable or cost-efficient.

We have infrastructure items on permanent standby that can be deployed in an emergency. Our equipment is current technology and regularly tested to ensure it can deliver.

We can provide access to our systems from one of our sites, or deliver equipment to you.

### How does it work?

1. Plan-b maintains a table of standby equipment available for emergency activation 24/7.
2. If you require access to our equipment, you can activate and immediately access ours.
3. Your team can continue to access your infrastructure from wherever you choose to host it.
4. When your normal infrastructure is available, we'll transition you back to your systems.

## Recovery Expertise

Plan-b specialises in recovery and can provide access to recovery experts to help you to get up and running quickly.

### Why do you need it?

During a business crisis, your team will have many things they need to focus on. By having access to Plan-b's services, you can use our resources to get your recovery underway while you make other decisions about the business.

Our team specialise in recovery and will be using the latest techniques to recover your data quickly.

Plan-b has been successfully recovering data for our customers for many years and has the experience to ensure minimum downtime in an emergency.

### How does it work?

1. When you activate your OfficeNOW service, you will be assigned a technical contact at Plan-b.
2. We will allocate resources to manage your recovery process and ensure you can access your subscribed services.
3. Plan-b representatives will work with you to get your team up and running.

Features	Benefits
Five locations in Auckland, Hamilton, Wellington and Christchurch	Nationwide coverage with OfficeNOW facilities near most major business hubs, so we can provide options to suit you.
Fully equipped office space, phones, meeting rooms, kitchen	You won't have to worry about provisioning a new office as everything you'd expect in an office is already there.
Access to wide range of IT infrastructure	We have IT infrastructure on permanent standby so you won't need to provide your own. Infrastructure items include Windows servers, proprietary systems, tape drives, disks, and other hardware.
Access to the most skilled and practised recovery expertise in New Zealand	We'll provide you with all the expertise you need to get up and running, rather than needing to assign your own team during a crisis.
Affordable monthly installments	You can budget a monthly fee rather than investing in your own standby facilities and infrastructure to get peace-of-mind that you are covered.
Options for data centre customers	We can provide options for customers who only need access to standby office space or standby infrastructure.

### OfficeNOW Activation Process

Most OfficeNOW setups take less than an hour. The process is simple:



## About Plan-b

Plan-b makes it easy for you to protect your business from events you can't control.

Unplanned events such as fire, water damage or server failure can significantly interrupt your business operation. Even a short interruption can mean serious losses in transactions, service delivery, trust, goodwill, reputation and revenue.

Plan-b can manage your end-to-end business continuity requirements by making sure your critical business data is safe, that your backup is fully tested and you know how long it will take to recover and that you can access a standby place and way to work with minimal downtime.

Since being founded in the 1990s we have invested in significant infrastructure and business continuity expertise. You can cost-effectively access specialised resources for your backup and recovery requirements while focusing your own team on your day-to-day production environment.

We work with all of your nominated stakeholders to ensure you have the technical and commercial information you need to feel fully protected.

Our infrastructure is fully hosted within New Zealand ensuring your data is never transported overseas and outside our legal jurisdiction.

We know you want disaster recovery solutions that are cost-effective, easy to manage, and provided by a business partner you can trust. Plan-b delivers this on all levels.

## Our Services

### Backup & Data Protection

Plan-b protects your data in a secure offsite environment. We can manage your tapes, online backup and server replication.

### Up and Running

Plan-b provides you with everything you need to get up and running in a crisis, including computer equipment, a place to work and expertise.

### Assurance

Plan-b assures your business continuity through end-to-end solutions, including regular testing, auditing and reporting.

## Our Customers

"[During the September 2010 Christchurch Earthquake] we didn't miss one payroll to staff, we didn't miss one payment to suppliers and we kept up to date with everything."

**Gordon MacLeod**  
**Chief Financial Officer**  
**Ryman Healthcare**

"Within an hour or so of activating our Plan-b, our staff were back online, taking calls and satisfying customers from Plan-b's Standby Facility. The risk we faced of losing Southern Cross customers was effectively eliminated."

**Craig Morrison**  
**Chief Operating Officer**  
**Southern Cross Travel Insurance and Member Services**

## Our Locations



**plan-b**<sup>®</sup>  
BACKUP AND RUNNING

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