



Assurance

When did you last test your backup or business continuity plan?

- Do you regularly test whether you can recover your backup on to alternate hardware?
- Have you tried relocating your team to another location to check your plan will work?
- Is your business, continuity plan, or Crisis Management Team rehearsed?

If you can't answer any one of these questions, you can't be sure your business continuity plan will meet your business needs in a crisis.

EVERYONE
NEEDS A
PLAN
B

Assurance

Plan-b has developed an extensive range of testing & proving and business continuity programmes to provide assurance that your disaster recovery plan will meet your business requirements.

A robust backup alone won't keep you in business; you need to be sure you can actually recover critical data in a crisis.

Server Recovery Exercises (RecoverNOW)

Plan-b RecoverNOW is a managed server recovery programme that fully tests your ability to recover your servers from your backup, and offers a 24x7 emergency recovery service.

Why do you need it?

Most people realise the value of testing their backup, but many find it difficult to prioritise.

We run regular recovery exercises to ensure backup efficiency, identify potential hindrances to recovery and to test your recovery timeframes. We ensure you are completely recoverable by auditing your backup practice, recommending improvements and fully recovering your backup in a time of calm.

We have developed efficient data recovery methods that include the ability to recover data onto any hardware (providing maximum flexibility in a time of need). Our unique server recovery methods can be used for both physical and virtual servers and they work for most operating environments, including proprietary systems.

RecoverNOW requires little or no intervention from you other than ensuring our backup practice has been followed and verifying that your servers have been usefully recovered in your annual test.

Testing is the only way to really know what will happen in a crisis.

How does it work?

1. Plan-b provides recommended backup practice guidelines and schedules a regular test.
2. Prior to your test we audit your backup practice and discuss any variances with you.
3. During the test we fully recover your backup on to our hardware and ask you to verify the data.
4. You receive a report of our observations, including time taken to recover your data.

Features	Benefits
Audit of your current backup practice	Identifies any potential issues with your backup in a time of calm.
Full recovery onto Plan-b servers	You can be confident that your backup is recoverable on to a server other than your own.
Report that identifies areas for improvement or confirms your practices conforms to Plan-b standards	Guidance on best backup practice methods and policies based on real-life experience.
Access to recovery expertise	Minimal involvement required from IT staff.
Ability to test recovery timeframes through planned exercises	Assurance that you can meet your recovery timeframes in a crisis.
Monthly subscription model	You can budget a monthly fee to cover your recovery exercises and peace of mind.

Planned Activations (DrillNOW)

Plan-b DrillNOW tests your crisis management team's response at a non-critical time by activating your Plan-b service in a planned timeframe.

Why do you need it?

DrillNOW is an exercise designed for OfficeNOW customers to allow you to practice what you would do if you couldn't perform your business as usual due to an inability to access your normal place of work or normal server infrastructure.

We can rehearse your people, test server recovery, phone diversions, data communications access and physical setup in one of our office environments. The scope of your test will be customised to suit you.

DrillNOW will reveal potential hindrances to recovery in a time of calm so they can be addressed or mitigated so a real activation will flow as quickly and easily as possible.

Planned activations are done on an annual basis and are always extremely valuable as they identify areas needing review as your business changes.

How does it work?

1. Any Plan-b customer who subscribes to a standby office facility can access planned activations.
2. Plan-b will discuss what you want to test during your planned activation and provide advice on an appropriate scope.
3. The test will happen on the agreed date and cover the agreed scope.
4. We will provide written feedback and recommendations from your activation to identify areas that require refinement.

Features	Benefits
Take all or some of your staff to one of our OfficeNOW locations	Testing your deployment to one of our standby facilities helps to rehearse your team's emergency response.
Test your business continuity plan in a time of calm.	Ensure you can adjust your plan if required before a real emergency.
Customised scope per activation exercise	Each activation exercise is designed with you to ensure maximum value to your business.
On-the-day support	Plan-b will arrange appropriate resources to oversee your activation exercise.
Peace-of-mind for stakeholders	You can give shareholders, staff and customers reassurance that the business can continue if the unexpected happens.
Ensures you will meet your recovery targets	You can only be sure you can meet your recovery targets if you test them.

Other Options

Plan-b has a range of additional Services you can use to ensure your business is protected from unexpected events.

Backup Media Health Checks

Plan-b can arrange a twice yearly or one-off check of your LTO tapes. This health check can identify potential issues with the integrity of your backup tapes, before they become a problem.

This service is usually offered in conjunction with our SafeNOW offsite backup tape service.

Online Tools (PlanNOW)

Plan-b PlanNOW is an Internet-accessed system of templates and guides to help you create and maintain your disaster recovery plans.

It gives you immediate Internet access to your organisation's crisis response information, including contact details of your crisis management team, your media policy, technical data, etc. This means you can access your crisis response information 24/7, even when your systems or office are not available.

Advisory Services

Plan-b Advisory can help you protect your business against the adverse effects of business interruption.

To maintain continuity of operations, effective contingency plans combined with having key people within the business trained to respond in a manner that avoids confusion, reduces your exposure to error, minimises your downtime and potential losses while recovery takes place.



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

"We were very sceptical that plan-b could ever recreate even one system in any timeframe at all compared to their declaration that they could recreate the entire suite within a day or so. Even having now done so without involving the people who originally established the systems, it still seems a little unbelievable!

A significant benefit resulting from the exercise has been revealing that, even though all indications were that we were backing up successfully, one of the critical productive databases failed to restore. Had this been revealed during some sort of fault or fire the consequences would have been disastrous."

Darren Turner
Chief Technology Officer
APN Group in New Zealand

Our Locations



plan-b[®]
BACKUP AND RUNNING

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