



## Recovery Options for IBM Technology— Protection Express

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### **Simple and effective business protection**

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The ultimate business emergency—the one that could put you out of business—may be the one you least expect. A four-alarm fire, major power failure or something far more mundane—a broken water pipe, for example. Whatever the cause, if it takes down your Information Technology (IT) capability, it can take your business with it.

That's why it's critical to have a recovery plan in place—a flexible plan that gets you up and running quickly while giving you some options based upon the nature of the emergency. Speed is the key. Research demonstrates that the longer it takes to recover from an IT outage, the greater the risk of going out of business permanently.

### **Timing is everything**

A recovery plan needs to be in place before misfortune strikes. It doesn't do you, your customers or your employees any good after the fact. IBM has years of experience helping our customers handle business emergencies. With this experience, we have designed a capability to help make this simple for you.

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### **Complement existing backup procedures**

Protection Express has been developed especially for iSeries™, AS/400®, pSeries™ and RS/6000® users who already know that their businesses depend on the continuous, timely and adequate backup of critical data. Designed to complement these existing backup procedures, Protection Express is a low-cost, flexible offering that includes:

- a two-day workshop on building a recovery plan
- a toll-free outage emergency declaration phone number
- a customized recovery profile for immediate identification at the time of an outage emergency
- temporary use of an iSeries, AS/400, pSeries or RS/6000 shipped to your site within 48 hours of the outage emergency declaration
- access to an IBM recovery site if you do not have a location available for the temporary equipment, perhaps due to the outage
- telephone support during an outage emergency declaration
- up to six weeks of system usage

### **From us to you in 48 hours**

The objective of Protection Express is to get you up and running as quickly as possible. Our aim is to ship to your site, within 48 hours of an outage emergency declaration, a temporary replacement system of like or greater capacity for your iSeries, AS/400, pSeries or RS/6000. When loaded with your operating system data and application software, this system is ready to function—and so is your business. The temporary system can remain available to you for up to six weeks.

If you do not have a functioning location, an alternative would be to come to an available IBM Business Continuity and Recovery Services site with your backup software. We have recovery sites conveniently located throughout the country.

### **Flexible options**

*iSeries Mobile Recovery Center*— In the event your facility is not available, you can relocate your IT operations to our mobile recovery center. Our mobile recovery centers are strategically located throughout North America and can be shipped to an appropriate destination of your choice in a timely fashion. This option provides temporary recovery space for the Protection Express iSeries system and your IT operations.

*iSeries system restore test*—Test the restoration of your backup tapes. Our skilled iSeries professionals will test the recoverability of your tapes, restore them and document any findings during the restore process. Based on their findings, our experts will provide recommendations to assist you with improving your backup process. For additional assurance, you can remotely connect to the system and conduct a four-hour test of your applications through IBM's remote customer access feature.

The system restore test will help you ensure that your data can be restored should you experience an unexpected outage. The remote customer access feature provides you with the confidence in knowing that you can access your critical data and perform the necessary operations to resume your business.

### **Our workshop can get you started**

The two-day workshop included with Protection Express is designed to help you understand the components of an effective recovery plan. It spotlights the critical factors you should consider to get back on your feet quickly. Once the workshop is complete you will have a personalized recovery plan for your business.

To help ensure that Protection Express meets your business needs, we offer optional recovery exercise time in customized time blocks, multi-year contracts with discounts and alternative recovery sites.

Your customers and employees may be sympathetic when an outage occurs, but they have their own concerns. If you can no longer provide service, run a payroll, or maintain other day-to-day operations, they could go elsewhere. Protection Express provides a convenient, flexible, low-cost solution to what otherwise could be your business' ultimate problem.

### **For more information**

To learn more about Protection Express, contact your IBM representative or Business Partner or visit:

**[ibm.com/services/continuity](http://ibm.com/services/continuity)**