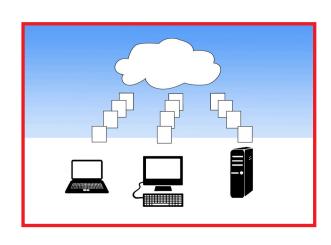


#### **BUSINESS CONTINUITY SERVICES**

**Business continuity** is a defined set of planning, preparation and related activities intended to ensure an organization's critical business functions will either continue to operate or will be recovered to an operational state within a reasonably short period after some serious incident or disaster.

# S.M.A.R.T. ONLINE BACKUP SERVICE

Automated offsite backup of mission critical data files to a secure online storage vault. Meets HIPAA-HITECH regulations for information security and confidentiality.

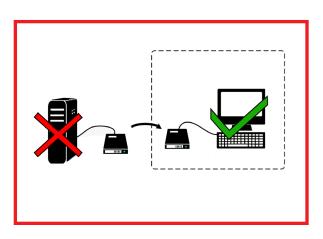


#### S.M.A.R.T. LOCAL IMAGE BACKUP SERVICE

Complement offsite backup protection with a locally stored "image" copy of an entire hard drive. Data, application and operating system contents are protected from equipment failure.

# PHYSICAL-TO-VIRTUAL (P2V) CONFIGURATION SERVICE

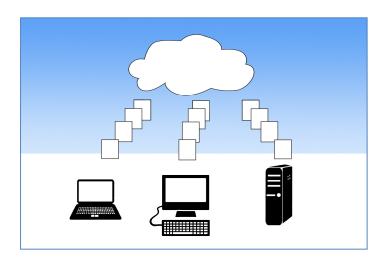
Use a local image backup to setup a virtual **application server** on a standby workstation. Tests the ability to use critical business applications while failed equipment is replaced.





## S.M.A.R.T. Online Backup Service

Automated offsite backup of mission critical data files to a secure online storage vault. Meets HIPAA-HITECH regulations for information security & confidentiality.

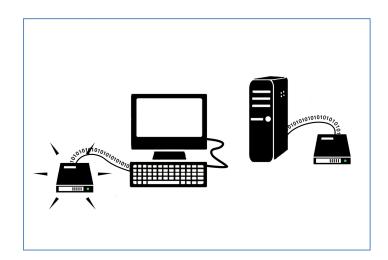


- Provides an essential "safety-net" for your business data
- Protects your data against fire, flood, theft, viruses, equipment failure, malicious destruction & more!
- Automatically copies designated mission-critical files, folders & databases offsite into a secure data vault
- Customizable backup & data retention settings are tailored to meet your needs
- Package plans include software and generous offsite storage allocation
- Delivered as a managed & actively monitored service
- 24x7 assistance with emergency data recovery



### S.M.A.R.T. Local Image Backup Service

Complement offsite backup protection with a locally stored image copy of an entire hard drive. Data, application and operating system contents are protected from equipment failure

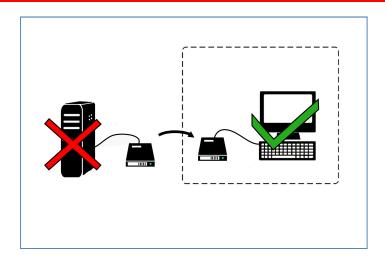


- Creates entire "image" copies of data partitions up to 2TB in size
- Gain rapid access to data using windows explorer (mount & browse)
- Creates industry standard Virtual Hard Drive (VHD) formatted archives
- Uses "commodity" hard disk storage (provided by customer)
- Compatible with most advanced system recovery techniques
- Delivered as a managed and actively monitored service



## Physical-to-Virtual (P2V) Configuration Service

Use a local image backup to setup a virtual application server on a standby workstation. Tests the ability to use critical business applications while failed equipment is replaced.



- Professionally delivered service to help temporarily resume operations after an equipment failure
- Designated "standby" workstation (customer provided) is pre-configured with virtualization software
- Technician will convert a test image backup (VHD) into a virtual machine and "boot" on the workstation
- After a system failure, technician can remotely access workstation and assist with resumption of "continuity mode" operations (using a virtual machine) until equipment is repaired or replaced\*
- One-time setup charge (per device) applies.

<sup>\*</sup> Repair, replacement and migration services to re-establish permanent business operations are not included in this service. Customer must employ services of a qualified local technology consultant to assist in these required activities.