

Disaster Recovery

Talent Expansion Suite



Disasters can strike at any time but they needn't disrupt the flow of your business. Disaster preparedness is an essential part of the modern digital landscape and a critical part of the service that we provide to our customers. An effective disaster recovery plan protects your business against potential data loss and extended service unavailability. Here's how we do it...



How do you protect against disasters?

It's all about Planning...

**Our Disaster Recovery preparedness is built
on a few core tenants...**

Fully documented

Clear roles

Clear actions

Repeatable processes

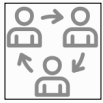
Measurable results

Clear after-action plans

Disaster Recovery

sumtotal®

Comprehensive Plans, Comprehensive Recovery



Disaster Avoidance

Disaster preparedness starts with making your best efforts to avoid a disaster in the first place. Seismically-secure building construction outside of flood-zones, fire suppressions systems, redundant Internet connections and paths, uninterruptable power systems, and generators with local fuel storage guard against all but the most serious disaster situations.



Separation

To ensure protection against regional disasters, the Primary and Recovery facilities are geographically separated by over 600 miles. As an additional measure of protection, datacenter services are provided by two different collocation providers.



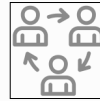
Where it Starts

With a pre-established Service Recovery Team (SRT), SumTotal is prepared to begin Service Recovery Operations at any time. Established call-trees and assembly protocols will bring the team together quickly and efficiently so we can begin our work.



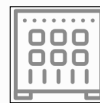
The Service Recovery Team

Everyone on the SRT has a role to play. From the Service Recovery Coordinator to the Service Recovery Validation team, everyone knows exactly what they need to do. And the Service Recovery Coordinator ensures they know when they need to do it.



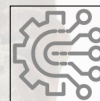
A Plan for Everything

Clear disaster declaration protocols and clearly defined declaration authority take the uncertainty out of what should be done when. And this clarity continues all the way through to the criteria for declaration of successful recovery. Nothing is left to chance.



Your Data is Protected

Protecting your data is really what this is all about. Two independent methods of data replication guarantees the possibility of data loss is kept to an absolute minimum. Storage replication copies the disk level data blocks from the primary to recovery array on an hourly basis. Furthermore, all data backups are replicated to the recovery facility daily providing an alternative method of data recovery if needed.



Ready and Waiting

Fully matching Network and Storage equipment between the primary and recovery facilities ensures adequate infrastructure capacity. Network configurations are replicated to the recovery facility as they happen guarding against configuration mismatches. A dedicated high-speed link between the two facilities keeps replication data flowing without bottlenecks.



Proven Results

We don't just assume everything will go to plan. We perform annual testing of our Service Recovery Plan, exercising all aspects of the plan, including extensive post-recovery validation testing, to make sure everything is working as expected. These tests are conducted without service interruption to your organization.

Not having to worry about potential disasters frees your business up to focus on the things that make your company great...and how to make it even greater

Unexpected things happen. Our comprehensive planning and a 24x7 team of skilled IT professionals will get services back up and running as quickly as possible and, most importantly, minimize the possibility of data loss to your organization. Established and tested Recovery Point and Recovery Time Objectives provide you clear expectations. A disaster probably won't happen, but if it does, you can be confident that you are in good hands and that we will be communicating with you all along the way.



To learn more about our Talent and Learning Solutions, please find us at www.sumtotalsystems.com