

# DISASTER RECOVER AS A SERVICE

**COOLSPIRiT™**  
a Databarracks company

# CONFIDENCE IN CONTINUITY

"The cost to replicate all of our systems to another site is just too high for us, and the time needed to restore all our data and set up the network again would be too long. Disaster Recovery as a Service was a perfect solution – we can now have users fully functional within hours."

Duncan Wood  
Head of Technical Operations



Save the Children

From the launch of the UK's first managed online backup services over 15 years ago, to our leading Disaster Recovery as a Service (featured in Gartner's Magic Quadrant for 3 years in a row), we've been making enterprise-class continuity, security and resilience accessible for organisations of all sizes.

## Your expert recovery partner

A good disaster recovery solution does more than just protect technology – it accounts for, and mitigates against, the disruption to your people, processes and assets. DR solutions that privilege technology resilience over business continuity do not effectively prevent downtime.

That's why we've carefully built a DRaaS offering that supports technology just as much as it does people. We do this in two parts:

1. **IT Recovery:** The protection of critical systems and resources with a demonstrable ability to failover.
2. **Assisted IT Continuity Planning:** with tools, resources and advice that deliver relevant, up-to-date and rehearsed recovery plans.

This comprehensive approach takes work, and it's precisely the reason why cheap, tech focused offerings aren't effective. They're delivered by generalists, deployed once and forgotten about. Databarracks is a recovery specialist – it's been our full-time job for over a decade, and we know what it takes to deliver reliable, long-term resiliency that grows with you as you change.

We have a team with decades of shared experience that perform restores, testing and real invocations every day. The result of managing recovery runbooks for such a wide range of different infrastructures, applications and industries is genuine recovery expertise.

Perhaps most importantly, we deal with worst-case scenarios for a living – we know how to keep a cool head throughout even the most severe disruption.

“We were really impressed with the effort that Databarracks put in to assess our requirement and design a solution that met our objectives for risk, recovery and cost.”

Crispin Gray,  
Head of IT



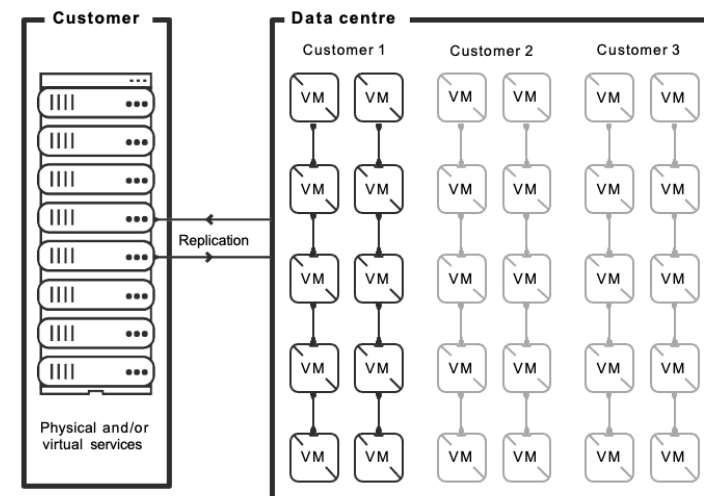
Royal Albert Hall

# HOW IT WORKS

## The technology

The concept is really simple. In the past, IT disaster recovery was a matter of simply buying an exact replica of your physical environment and failing over to it when the primary environment experienced downtime.

Now, we replicate your critical systems and data and only spin up the resources when you need them – usually for testing or failover. It's cheaper, faster, more efficient and more flexible.



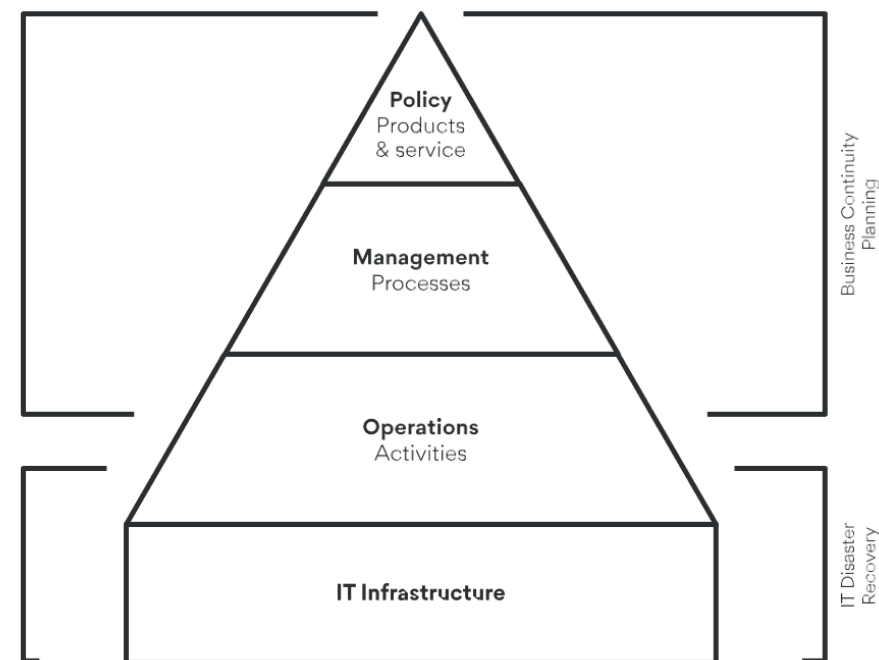


# HOW IT WORKS

## Assisted IT Continuity Planning

As the UK's recovery expert, we specialise in helping organisations become more resilient against disruption in whatever form it takes.

Assisted IT Continuity Planning helps organisations understand their wider risk profile. Through a series of tools, resources and engagements, our continuity experts identify the critical processes and assets you depend on to operate normally. We then identify the risks that threaten to disrupt them, and create robust IT recovery plans that cater to your unique recovery requirements and support your broader Business Continuity objectives.



# HOW IT WORKS

## Simple, effective testing

Lack of time is one of the most commonly cited obstacles to regular testing of continuity planning.

Databarracks has the experience, expertise and resources to make testing simple and effective. We know how crucial it is, and we'll help you develop a sustainable approach to continuity that evolves with your organisation.

## Full-time resilience

There's a very practical benefit to compartmentalising your recovery service provider from the supplier running your production systems: it sidesteps a fundamental conflict of interest.

Recovery tasks should be split between dedicated experts. Leave your production service provider to fix the production systems and let your disaster recovery provider invoke your DR platform. Trying to do everything at once always leads to complications.

With DRaaS from Databarracks, you'll always have our full attention. Your resilience and continuity, supported by a dedicated support team, is our full-time concern.

Besides everything else, it's highly advisable to keep your primary IT suppliers separate from any prospective disaster recovery solution in order to guarantee supplier redundancy.



## SETUP & ON-BOARDING

Every stage of Disaster Recovery as a Service is clearly outlined, transparently deployed and measurably delivered within a proven framework.

Stage	Documentation and Process
Project Initiation	<p>Project Initiation Document (PID)</p> <p>The PID sets out the scope and goals of the project, detailing all stakeholders, risks, controls and an outline of the reporting framework.</p>
Discovery Workshop	<p>Initial meeting with senior engineer, project manager and technical account manager</p> <p>During the Discovery Workshop, our senior technical team reviews the systems, dependencies and deadlines for the project. We define who's involved (and at what point) and identify your recovery tiers and any service dependencies.</p>
Statement of Work	<p>Statement of Work (SoW)</p> <p>The Statement of Work, defines the specific activities, timelines and deliverables for the project.</p>
Handover Workshop	<p>Weekly Status Report</p> <p>Throughout the project our technical team work with you to continually review the project risks, emergent issues, actions, change &amp; contact control and scope management. There's also a weekly project call to update on actions, and any changes to the project scope. Broadly, the project stages are:</p> <ul style="list-style-type: none"> <li>• Install, setup and configure replication software</li> <li>• Make initial data transfer</li> <li>• Monitor transfer rates within specified RPO</li> <li>• Testing and exercising</li> </ul> <p>Performance Assurance</p> <p>We test extensively to ensure that workload performance is fit for purpose in DRaaS as in production. Differences in hardware often produce performance disparity, even when resources are exactly matched. We create auto-tuning scripts that increase CPU and RAM from production to target to ensure consistency.</p> <p>If auto-tuning isn't possible to script for the particular replication technology, we add additional manual steps into the recovery runbook.</p> <p>Change Control and Scope Management</p> <p>We manage any additional workloads or further discovered dependencies through the change control process (which is then later used when DRaaS reaches Business As Usual stage).</p>
Handover Workshop	<p>Project to Business-As-Usual Handover (PBH)</p> <p>When the service has been successfully setup, we provide you with a Project to Business-As-Usual Handover document (PBH), detailing what is recovered, the order of recovery and special steps for recovery at a high level.</p>

# TOOLS

## DISASTER RECOVERY PLANNING TOOLS UNDERSTAND

Measure your current risks, your existing resilience and the potential points of failure in your current technology environment with:



RISK REGISTER & MATRIX



IT RESILIENCE MATURITY MODEL



TECHNOLOGY DEPENDENCY MAP



COST OF DOWNTIME CALCULATOR

## RUNBOOK TEMPLATE PLAN

Create the document that'll save your organisation with our easy-to-use runbook template.

## TABLETOP TESTING SIMULATOR TEST

Practice basic recovery protocol in three example scenarios.

## About Databarracks

Databarracks is the UK's specialist business continuity and IT disaster recovery provider. We deliver ultra-secure, award winning data and continuity services from UK-based, ex-military data centres. Databarracks is a member of the Business Continuity Institute, and has been named a "NichePlayer" in Gartner's Magic Quadrant for DRaaS.

## Business Continuity Podcast

In early 2016 Databarracks launched the Business Continuity Podcast. It's a disaster recovery podcast with all the boring bits left out. So if you'd like to know how suet pudding could bring one of the UK's busiest trading floors to a grinding halt, or why there used to be a caterpillar in the London Risk Register, go to [www.thebcpcast.com](http://www.thebcpcast.com) for a straightforward, jargon-free discussion with people who deal with disasters for a living.

**Call:** 01246 454 222

**Email:** [hello@coolspirit.co.uk](mailto:hello@coolspirit.co.uk)

**Visit:** [www.coolspirit.co.uk](http://www.coolspirit.co.uk)

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24 The Bridge Business Centre, Beresford Way, Chesterfield, S41 9FG