

From the Data Center
to the **DESKTOP**



Data Center Solutions

BUSINESS CONTINUITY SOLUTIONS

People, Processes and Technology to Protect Your Business

Having a solid business continuity plan is vital to protecting and recovering critical data and continuing business operations. Mainline Information Systems™ provides services, resources and technology to help businesses prepare for and respond to downtime, whether planned or unplanned.

Solutions for all your Business Continuity **NEEDS**

Our business continuity solutions provide the critical backup and recovery infrastructure, along with services, at the moment they are needed. By working with you to determine the risks, vulnerabilities and financial impact a disruption can have on your business, our consultants can help you determine and implement the most appropriate and cost-effective strategy for your business.

Mainline provides Business Continuity solutions by assisting our customers with:

- Understanding the Issues
- Planning for Disaster
- Services
- Technology



To learn more about how Mainline can help you plan and implement business continuity solutions, call **866.490.MAIN(6246)**

UNDERSTANDING THE ISSUES

Recovery Objectives Validation (ROV), Fast Path Business Impact Analysis (BIA)

The ROV will identify the operational impact of an outage. The goal is to conduct a short engagement that will provide you with objective, realistic information relative to how long your business can continue without the IT infrastructure, and how much data integrity is at risk, if an outage occurs.

The ROV is a consultative process that will:

- Map business functions to their respective hardware/software platforms
- Identify the business operational impact of an outage
- Identify the Recovery Time Objective (RTO) required for each business function
- Identify the Recovery Point Objective (RPO) required for each
- Prioritize the recovery sequence of critical business functions and applications business function

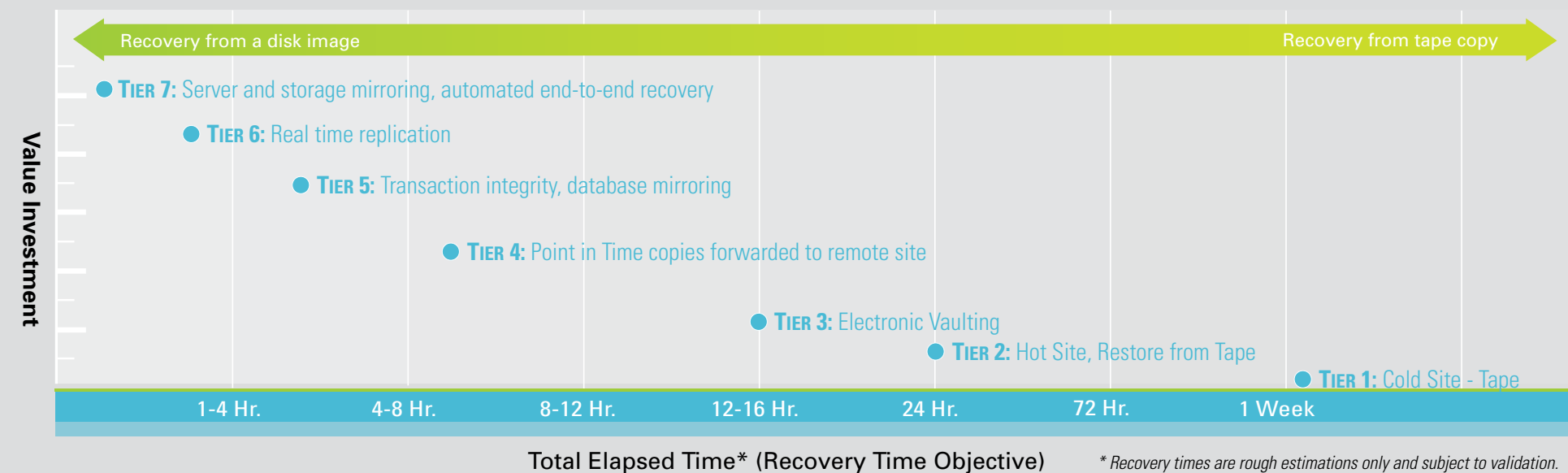
IT Recoverability Assessment (IT RA)

The IT Recoverability Assessment is an objective evaluation of current backup and recovery procedures and resources. The goal is to assess your capability to achieve the recovery objectives for speed (RTO) and data integrity (RPO), as identified during the ROV. This engagement will identify exposures and recommend tactics to improve IT recovery capability in the event of a disaster occurrence.

Recovery Strategy Recommendations

Mainline will identify alternative strategies/solutions to leverage your existing IT infrastructure and provide recommendations based on the findings of the ROV/IT RA. These alternative strategies and solutions can provide high-level cost estimates to help you choose the most viable option for your environment and budget.

We can help you determine the BCDR (Business Continuity and Disaster Recovery) Implementation Service and Technology that is right for you.



Based on your decision regarding specific solutions,

Mainline can provide implementation services for various Storage Solutions, as well as IBM platform specific solutions, including IBM Power Systems™ (i and p), System z and System x.

Did you know?

- For 32% of organizations, just four hours of downtime, or less, could be fatal.*
- Almost half of all businesses with a Business Continuity Development plan have invoked the plan due to an unplanned outage.*

*Source: Continuity Central, "Business Continuity Unwrapped"

PLANNING FOR DISASTER

Disaster Recovery Planning Software

This software provides the ability to build business continuity plans which will help you recover should your business encounter a disaster. It is a flexible, central data repository with built-in, proven business continuity planning expertise. It allows you to easily manage the data in a complex business continuity plan; it keeps plans current and accurate; and it provides clear, concise reports on the status of planning efforts.

Data Center Business Recovery Plan Development

The Data Center Business Recovery Plan (BCP) is a comprehensive guideline for managing a disaster that disables the IT environment, based on a selected recovery strategy. The objective is to document a consistent, thorough and tested set of tasks, which are then assigned to specific teams within the organization so they will be ready to respond to a disaster situation.

Enterprise Business Continuity Plan Development

The Enterprise Business Continuity Plan (BCP) coordinates disaster recovery activities across a designated set of critical business functions. The objective is to define the tasks that personnel must complete when responding to a disaster for their department, so they can perform vital functions once the IT infrastructure has been restored. Mainline will distribute customized surveys, and then conduct a series of facilitated workshops and interviews, in order to define the implementation tasks needed to recover each business function. The BCP will document a set of specified departmental plans, and then integrate key processes and responsibilities, in order to define a corporate level guideline for managing a disaster.

Disaster Recovery Testing

Mainline Disaster Recovery Services (MDRS) will provide DR Testing assistance to guide you through a test of the Data Center Disaster Recovery Plan and/or the Business Continuity Plan.

IMPLEMENTATION SERVICES

Tier 1

Emergency Equipment Replacement Program (EERP)

The EERP guarantees, in the event of a disaster, your data center hardware will be replaced with the same models or comparables within five business days. Mainline Disaster Recovery Services (MDRS) maintains a telephone number, accessible to our customers, 24 hours per day, 365 days per year.

Upon notification of a disaster, MDRS will send the most current configuration list on file, and request acceptance and acknowledgement of the configuration. You may choose to rent, buy, or lease the equipment. The EERP is priced as a "Site Agreement," designed to protect and service a single site data center.

Skilled Personnel - People on Demand

Mainline Emergency Staffing Service provides resources to assist you when disaster strikes. It is hard to predict how people will be affected by disaster; therefore, Mainline offers this service to provide the skills you need to supplement your staff.

- On-site resources to assist with disaster recovery activities within 48 hours of disaster declaration
- Skills needed at time of disaster from Mainline's world class network of technical experts

Mobile Recovery

This service provides mobile recovery facilities (for people and/or equipment) within 48 hours of disaster declaration.

Nationwide delivery in 24-48 hours

- HVAC and office furniture
- On-board power distribution units
- On-board diesel generators
- Pre-installed voice and data cabling
- Can be used for: Call Centers, Hotsite/Data centers, Command Centers, End User Workspace

Tier 2

QuickShip Services for Temporary Use Equipment

With our business partner arrangements, Mainline can provide clients with equipment for temporary use if disaster strikes.

- 24-hour declaration hotline
- 12, 24 & 48-hour QuickShip options
- Assistance with equipment selection needs
- Extensive inventory of midrange and open systems technology
- Pre-configured hardware and software
- Nationwide offices
- Pre-installation of proprietary images
- Dedicated setup, networking and management
- On-site support for installation and networking
- On-site support for the duration of your recovery

IBM Recovery Express

IBM Recovery Express provides an IBM Power Systems™ (i or p) or a System x at an IBM recovery center to enable you to restore business operations, if disaster strikes.

- Prepackaged system configurations make it easy to manage
- 24/7 toll free number for disaster declaration
- You can use the system for up to 6 weeks
- 24/7 on-site technical support at recovery location
- Test time available

Information Protection Services and Remote Backup Services

Information Protection Services provides managed data protection services for servers, PC's, applications and databases. It covers IBM System x, IBM Power Systems™ and other open systems.

- Automated, secure and reliable backups
- Flexible recovery point and recovery time options
- Protects business critical data in remote locations
- Maintains offsite vaulting for long term archiving

Alternate Recovery Facilities

With our business partner arrangements, Mainline can provide you with the technology, facilities and resources to protect your critical business processes in the event of an extended outage.

- Custom configurations to support IBM System z, IBM Power Systems™ (i or p), System x, networking, and non-IBM hardware as well, at multiple locations across the country
- Work space, technology and phone support for your critical end users
- 24/7 toll free number for disaster declaration
- You can use the system for up to six weeks
- 24/7 on site technical support at recovery location
- Exercise time tailored to your requirements

IBM Protection Express

IBM Protection Express is a comprehensive business recovery solution for IBM Power Systems™ users. Small to medium businesses gain the convenience of business recovery at designated recovery locations when disaster strikes.

- System is shipped within 48 hours of disaster declaration
- You can use the system for up to six weeks
- IBM provides remote telephone support during the disaster
- 24/7 toll free number for disaster declaration
- Recovery test time available
- System restore test available (send tapes to IBM and get the results of your restoration)

IMPLEMENTATION TECHNOLOGIES

Tier 1 / Tier 2

Server Backup and Recovery Solutions

Mainline's Backup and Recovery solutions allow you to efficiently recover data and objects to near a point of failure, or to any point in between, without the necessity of a second server, regardless of whether it's a physical or virtual environment. With these solutions, you can optionally create tape backups without impacting production systems. Our solutions automatically manage the journaling process to capture data and object changes, then transfer that information for safe keeping to a local or remote disk-based vault. In the event of a failure or disaster, you are able to automatically rebuild data to near the point of failure.

Tier 3

Virtual Tape Library (VTL)

Mainline's VTL solutions provide high speed disk-based backup to virtual tape with no impact to the existing backup environment. These solutions provision virtual tape drives and libraries to servers via iSCSI or Fibre Channel (FC) SAN — eliminating the risks and challenges associated with tape devices and media.

Mainline provides VTL as software, turnkey appliances and a virtual appliance for VMware Virtual Infrastructure.

Data De-duplication for VTL

Mainline's VTL solutions offer integrated data de-duplication to maximize storage and tape capacity. De-duplication reduces storage and replication requirements, as well as overall data protection costs, allowing you to keep more data online for longer periods of time — all without requiring changes to data protection policies, procedures or software.

Tier 4

Point in time copies

Mainline's point in time copy solutions allow for snapshots to be created at the production site, then in turn, the snapshots at the production site are replicated to the disaster recovery site. This approach to data protection provides both robust

operational and disaster recovery capabilities while minimizing WAN bandwidth requirements. Finally, snapshots can be generated at the DR site to ensure protection for replicating corrupted data.

Tier 5 / Tier 6

Replication

Mainline makes it easy to capture, replicate, transform and share information, allowing you to achieve greater productivity, higher profitability and immediate ROI, with no programming required. Mainline's replication solutions are easy to configure and use, and they require no end-user training. These solutions enable complete monitoring and control of day-to-day data sharing. And, because it is application independent, you can choose applications that best meet your business objectives, without regard to the underlying database or operating system.

No matter how disparate the platforms may be, we make it easy to automate transparent data sharing among them — so you can focus on your business and are sure that you have the data you need, where and when you need it.

Tier 6

Continuous Data Protection (CDP)

CDP allows for the fastest, most granular data recovery possible. Mainline's adaptive CDP solutions protect servers, workstations and laptops, in networked and direct attached storage environments, by facilitating the industry's fastest, most granular recovery of mission critical databases, messaging data, files, and even entire systems, in the event of hardware or software failures and site-level disasters.

These solutions extend the boundaries of data recovery, enabling organizations to protect data between their regularly scheduled backups, minimize the risk of data loss, and meet increasingly more stringent recovery point objectives (RPO) and recovery time objectives (RTO).

Tier 7

Outsourcing Solutions

Mainline offers customized disaster recovery outsourcing solutions for mainframe, midrange and open systems environments. We can maintain live, dedicated processors, mirroring your current system data through direct connectivity. The processing environments are configured to deliver the required technical and operational support, and are paralleled at our data center as an exact copy of your environment. In the event of a disaster, your systems are continually up and running at our data center providing seamless continuity, minimal disruption and immediate recovery.

- Identification of present and future disaster recovery and business continuity requirements
- System design and development of detailed specifications
- Recommendations and course of action
- Creation of detailed implementation plan
- Dedicated CPU/processors
- zOS, OS/390, zVM, VM, VSE, Linux
- Windows 2003, AS/400, Unix
- DASD/disk storage
- Tape resources
- High-speed connectivity
- Optimum Lightpath Metro Ethernet for high-capacity data transfer
- Automatic enterprise backup, restoration and archiving
- Backup of data in real-time (hourly, daily or weekly)
- Data portability and replication
- Site-to-site data synchronization
- Email backup and restoration services
- Remote access to systems and data
- 24/7/365 service delivery/full management of processing platforms
- Full support for data center operations functions
- IBM and third party software support
- Restoration of lost or corrupted data

Clustering

Mainline offers innovative, easy-to-use solutions for managing, monitoring and protecting your IBM cluster. Our solutions can simplify setup, speed up switching, automatically detect issues or inefficiencies, and give you greater control over day-to-day cluster operations, along with enhanced monitoring and autonomic capabilities. Business Continuity is about recovering the applications, not just the data. Mainline's approach to disaster recovery is to provide "push button DR" when applications need to be recovered at the DR site, whether it is for testing, managing planned outages, or a real DR event.

Mainline provides robust cluster management, with or without underlying logical replication, and our solutions are ideal for extending and enhancing high availability and cluster management technologies from IBM — including High Availability Services Manager (HASM), Switched Disk, Cross Site Mirroring (XSM) and Cluster Services.

ADDITIONAL SOLUTIONS

PC Backup and Recovery Solutions

PC Backup and Recovery Solutions from Mainline automate desktop availability and compliance issues, with or without a network connection. Removing the individual user involvement allows these solutions to enforce policies that maintain your IT authorized state of PCs and laptops — ensuring high level performance for all users.

Information Security Solutions

Mainline delivers end-to-end layered security solutions to protect all aspects of your organization, including the perimeter, networks, servers, applications and desktops. Our solutions actually stop attacks before they can impact networks and systems, allowing your business to continue without disruption.

Digital Video Surveillance Solutions

Our innovative, intelligent digital video surveillance solution can protect your physical assets using the highest quality images at every point of contact — including initial image capture, storage, access, management and manipulation.

