

# Disaster Recovery Advanced Services

## Disasters happen

**Whether it is a natural disaster that cannot be avoided, or a man-made disaster that could not be prevented, OneNeck IT® Solutions has the expertise and experience to help reduce the downtime and shorten the recovery time from any potential disaster that could impact your business.**

OneNeck takes a planned approach to Disaster Recovery (DR), reducing the impact of both natural and man-made disasters on your business. We take the time upfront, before implementation, to determine what's critical to your business and your customers to make sure you deliver on your commitments no matter what. Then, depending on your needs, we can implement everything from simple system recovery to entire site recovery and planning. It's a methodical approach that customizes the plan and implements it specifically for your business.

### Our Disaster Recovery Services

- **DR Assessment** — Determining your business needs.
  - **Business Impact Analysis (BIA)** — We work with your staff and key business members to determine

the value of your applications and establish appropriate RTO (Recovery Time Objective) and RPO (Recovery Point Objective), which requires a comprehensive understanding of not only the business, but the business systems, applications, data and IT infrastructure that are associated with those systems.

- **Environment Discovery** — OneNeck invests the time to learn the applications and services and the supporting systems, network and policies that make up your IT environment. We use a combination of interactions and our licensed tools to discover and catalog your environment. Discovery is performed by technical experts in each discipline to ensure accuracy and completeness so that nothing is missed should the unthinkable occur.
- **Dependency Mapping** — Additional dependency mapping is available to ensure relationships between critical systems are recognized.
- **Discovery Documents** — Discovery documents are prepared, presented and agreed upon before planning begins.
- **DR Planning** — Based on the agreed-upon assessment, OneNeck will build a recovery plan for your scenarios. The plan will focus on:
  - What needs to be recovered and in what order
  - Sequence and timing of recovery activities





- Who is responsible for each step in the recovery process
  - How the team will communicate internally and with other key stakeholders throughout the DR process
  - The creation of a DR Runbook: a step-by-step guide to the recovery process with the right level of detail for your team
  - Any technical consulting OneNeck will provide during recovery to ensure all options are explored and best practices are followed
- **Flexible DR Solutions** — OneNeck does not provide one-size-fits-all DR plans. We will build a solution specifically designed to meet your requirements. We can build a simple backup and recovery environment, a full blown DR site, recovery for single systems or groups of systems, along with plans and run books for use in any recovery scenario. We also provide solutions for private deployment, colocation and cloud-based recovery. As a complete solution provider, OneNeck also has the products and services to integrate the DR solution with your production environment.

Solution design and deployment is an advantage of partnering with OneNeck. We are not just IT solutions consultants, we're business consultants that execute IT plans to help your operation run more effectively and efficiently. That's why we are a one-source solutions provider responsible for delivering the solution we plan for you.

Our unique ability to provide cloud, collocated and on-premises solutions allows us to integrate legacy systems into the right architecture for your business. You do not need to replace your systems and infrastructure investments to use our DR solutions.

- **Periodic Testing and Revision** — OneNeck doesn't stop at a plan and initial implementation. We take the time to test our solutions to ensure they continue to work as expected and adapt as your business changes. We know that a DR solution is not trusted until it is tested.

Environments and business needs change over time, thus OneNeck will conduct follow-up assessments, interviews and tests at your schedule to ensure that the plan covers the latest requirements and systems in your business.

### Key Points

- Breadth of DR solutions. Our solutions are not limited to just one option. Your DR solution is architected to best support your specific equipment and your preferences for cloud and on-premise deployment.
- Comprehensive customized services to assess, plan, deploy and manage the DR solution.

OneNeck provides more than disaster recovery solutions. Let us discuss what we offer you and how we can save you the worry and stress.

### About OneNeck® IT Solutions

OneNeck IT Solutions LLC offers hybrid IT solutions including cloud and hosting solutions, managed services, enterprise application management, advanced IT services, IT hardware and top-tier data centers in Arizona, Colorado, Iowa, Minnesota, New Jersey, Oregon and Wisconsin. OneNeck's team of technology professionals manage secure, world-class, hybrid IT infrastructures and applications for businesses around the country. Visit [oneneck.com](http://oneneck.com).

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