

Application Recovery Configuration Service

Measurable business value

•	Assurance of uniform installation and operational qualification per the product specifications
•	Availability of Stratus certified service specialist to answer questions during the configuration process
•	Business process optimization and streamlined operations with knowledge and skills transfer
•	Increase business resilience and avoid costs caused by downtime

Key deliverables

- Proactive pre-production planning
- Expert software configuration services
- Validation testing to confirm installation
- Customer orientation session
- Configuration reference document

Real-time data replication and application failover

Stratus Disaster Recovery Solutions offer unmatched disaster protection and recovery capabilities for business-critical data and applications in both physical and virtual environments. Powered by Double-Take® Software, these robust solutions provide continuous data replication, automatic failover and system state protection to ensure minimal data loss and facilitate rapid recovery from site outages.

Stratus' Application Recovery Configuration Service provides on-site implementation of any Double-Take Software products you select. Double-Take Software products include:

- **Double-Take for Windows Advanced/Enterprise Server Edition:** real-time data replication and failover software designed for the Windows Server 2003 Enterprise Edition;
- **Double-Take for Windows Standard Server Edition:** real-time data replication and failover software designed for the Windows Server 2003 Standard Edition;
- **Double-Take Server Recovery Option (SRO):** an add-on software module for Double-Take for Windows Advanced Server Edition for recovering an entire server;
- **Double-Take for Virtual Systems™ Edition:** the industry's first continuous data protection solution for virtualized server environments.

Proven, uniform installation and configuration services provide the foundation for protecting your business critical applications and data. Let our availability experts ensure that your data replication and failover solution is configured smoothly and efficiently. Business solutions that this configuration service can be tailored to include are:

- **Disaster Recovery** is defined as data protection. Replication of important and identified data has occurred. The replicated copy of the data can then be used for recovery should a disaster or other localized crisis arise.
- **Application Recovery** is defined as ensuring the productivity of the business by providing redundancy of applications and data to a local or remote location. In the event of an outage, the application services are available via an automated or manual (one-click) method of server "failover".
- **Double-Take Server Recovery Option (SRO)** is defined as the ability to economically restore entire servers, including the operating system, applications and data to new server platform. The software continually replicates changes in both system state and data to an "image" server. In the event of a disaster, the "server image" can be installed on to a "recovery" server.
- **Backup Enhancement** is defined as leveraging replicated copies of data for "better backups", using whichever backup software / media solutions that you may already be in-place. By pointing applications at the replicated data (instead of the production copy), many common issues that necessitate a backup window are eliminated (i.e. Executive dashboards etc.).
- **Centralized Backup** is similar to Backup Enhancement leveraging replicated copies of data from multiple locations to a single, centralized location.

- **Server Migration** means replicating data from one server to another or many servers to one. Examples might be replicating/migrating data in environments where hardware consolidation or O/S upgrades are the goal(s). Server Recovery Option provides the ability to migrate systems in real-time and gracefully shutdown the source server prior to bringing up the new server. This simplifies the migration process and reduced downtime associated with moving active data.

The Stratus Application Recovery Configuration Service provides customers on-site implementation for a local or remote availability scenario. Attention is focused on setting up the environment, understanding the implications of a failure and discussions on how to recover to the restored primary servers. This service includes pre deployment production planning, implementation, documentation and a knowledge/skills transfer session.

Service planning activities include:

- Completion of Application Recovery Configuration Service planning questionnaire
- Schedule and conduct telephone review of technical checklist to ensure that all service prerequisites have been met
- Scheduling at a mutually agreed-upon time
- Review of design specifications of your planned data protection and application recovery solution

Deployment Deliverables:

- Create and review a tailored Statement of Work (SOW), deliverables, project deployment methodology, production planning and timetables based on your unique business requirements.
- Discussion of any networking issues pertinent to this effort including bandwidth dependencies and best practice procedures.
- Discussion of failover and failback requirements and alternatives for your specific environment.
- Installation of the replication software product(s) and setup of the disaster recovery environment at a single campus.
- Initial mirror and replication of data – including evidence and validation that the data is successfully replicated
- For Application Recovery applications:
 - Implement the necessary application scripting to cover application failover and failback
 - Demonstrate and test automatic or manual application failover and failback
- For Server Recovery applications:
 - Implement system state replication sets and connections
 - Validate the integrity of the server image(s)
 - Apply server image(s) on up to five recovery servers
- One on one knowledge transfer with senior engineer regarding specifics of the project, operational orientation of the product – including use of management console and “best practice” methodologies.
- Verify everything is working correctly on all source and target servers
- Review final configuration parameters and standard maintenance procedures including applying OS and application upgrades
- Hand-off to the Stratus Customer Assistance Center (CAC) while onsite.

Customer requirements:

- Must provide and have installed all servers, operating systems, applications and service packs for all machines relevant to the project prior to the arrival of Stratus personnel.
- Must provide adequate WAN bandwidth to accommodate data’s “rate of change”.
- Must provide access to application experts for any application or dataset that is expected to be protected in the implementation.
- If the servers are in a production state, then the customer assumes all risks of having a good backup and recovery process, in the event of any mishaps during the installation. If the servers are in a production state, then the Stratus Statement of Work will provide the deliverables and steps to accomplish the required testing needed, so that the production environment is assured of a properly installed and tested implementation.

- While Stratus personnel are onsite, an initial reboot of source and target servers is required to verify integrity prior to loading any software products. After an initial load of software products, another reboot is required.

Assumptions

- Implementation occurs on source servers at local environment.
- Work phases performed on business consecutive days, on a schedule agreeable to both parties.
- On-site configuration is limited to days specified in the statement of work. Any time needed to be spent over and above specified days will be charged at prevailing time and material rates.
- Configuration service fees cover work performed during local Stratus normal business hours, 9 AM to 5 PM Monday through Friday. Installations performed outside of normal local Stratus business hours, or at sites outside of a designated Stratus service center radius (100 miles, 160 kilometers), may be subject to additional charges.
- The Statement of Work will indicate the accessibility to the customer's environment, as to whether after-hours will be needed or not for the implementation.
- Customer will provide point of contact who will work with Stratus during the entire time, so that a successful knowledge transfer takes place.
- Stratus personnel will be assisting the customer in implementing the software products into a customer application(s) environment.
- The following activities are not included in the service:
 - Reconfiguration of existing environments
 - Installation of source or target server host-based operating system patches and upgrades
 - Configuration of any software products not included in the statement of work
 - Any services not clearly specified in the statement of work

Why choose Stratus?

Stratus is a leader in the development of fault-tolerant hardware, failsafe system software and tightly integrated availability support services. Since 1980, Stratus servers have powered many of the world's most mission-critical applications. We understand how to keep business-critical availability high and costs low. By combining the continuous availability expertise of Stratus with the continuous data replication expertise of Double-Take Software, Stratus Disaster Recovery Solutions deliver unparalleled protection for your business-critical information assets. Call on our global team of availability specialists to discover how the Stratus Application Recovery Configuration Service can provide measurable business value.

For more information on how Stratus Implementation Services can meet your needs, contact your local sales representative or visit <http://www.stratus.com>

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