System Recovery Services for JD Edwards

The traditional DR strategy model is based upon the premise that a company experiencing a disaster would send their best and brightest IT staff to a remote facility to establish a temporary data center, where the affected organization would remotely run their IT operations, while another highly skilled and knowledgeable staff rebuilds the existing facility to take back full operational status.

This model essentially sends the strongest IT personnel off to a remote location during a time of great need for the existing business at the affected facility. It also assumes that the remaining staff is of sufficient size and strength to rebuild a new data center. This approach also includes an annual testing of this plan, exercised again by your company's best and brightest IT staff at a remote location, while your remaining staff keeps today's projects and day-to-day operations running at full tilt.

This IT environment does not really exist except in the largest of organizations, flush with funding for extravagant staffing levels. Datanational Corporation has established a new System Recovery offering which leverages the capabilities of our highly experienced staff, combined with robust and highly secured internet communications, to deliver a superior System Recovery service.

Datanational's System Recovery Services

Datanational's System Recovery Services provide a highly customized IT Service to load and test a recovered system and establish remote connectivity across the internet for full blown testing of the System Recovery process, while your staff remain in control of day-to-day system operations at their existing locations.

Datanational's experts will work remotely with your current IT Specialists to load, configure and test a recovered system at one of Datanational's high bandwidth recovery site facilities. Once loaded and established, your users will sign on to the recovered test system from their own location for full system testing through your existing system test scripts.

The loading and testing of this remote system is usually completed within one week, but can be extended an additional week without additional charges (to accommodate any unforeseen issues that arise during the system recovery testing procedures). This accommodating approach provides ample time to thoroughly test the recovered system and will provide your company with reassured confidence that a fully functional system will be provided if ever required.

Our data center, or one of our partner's colocation sites, will provide a managed physical environment, suitable for operation of the hardware to meet with the stated system availability target. This facility will provide appropriate security, redundant power supplies, backup UPS and a generator. Datanational will also provide options for System Management Services on a 24x7 basis. We will provide an operations Help Desk to answer and respond to system related calls during the selected support time frames.

A Service Level Agreement (SLA) which pertains to the operation of the recovered system after a Recovery Event has taken place, is included. We provide this SLA in our Recovery Services Contracts because your company should have a commitment as to the environment in which their system would operate should they ever need to run a Production System from one of our Recovery locations.