

# CAPITA



## Disaster Recovery Service

How would your organisation cope with no power, computers or buildings?

If you were faced with a disaster, do you have a contingency plan?

Disasters can happen at anytime bringing chaos and halting operations. However, your organisation is still expected to continue with business as usual.

As a routine part of your annual report, corporate auditors expect all organisations to have evidence of contingency and disaster recovery plans.

Capita Further and Higher Education offers you a Disaster Recovery Service that will fulfil these expectations, and minimise any downtime that will inevitably occur after a disaster.

At a time when there may be many problems and worries for your organisation to contend with, it is reassuring to know that plans are in place to protect your IT investment and ensure the smooth running of your business can continue.

The Disaster Recovery Service from Capita FHE is designed to keep essential operations running, following events that result in the loss or total destruction of your database server.

Capita FHE will deliver a loan database server to your nominated recovery site, install the appropriate Capita FHE software and upload your database to this server within 24 hours of receiving your database export. (24 hours for customers in England and Wales, or within 48 hours for customers in Scotland).

### Key functions and benefits of Disaster Recovery Service

- Provision of loan hardware and access to technical staff with expert knowledge and experience
- On delivery of server, database will be recovered with software installed and configured ready to continue the smooth running of your business operations
- Dedicated on-call teams of engineers and disaster recovery hardware
- **Service is available 24 hours a day, 365 days a year**
- Provision of an agreed suite of hardware on recovery to enable continuation of your essential activity
- Simulation of annual off-site recovery using your back-up media to ensure the validity of your back-up process. After each successful test, you are issued with a Recovery Test Certificate.

Please speak to a member of the Capita FHE team for further information.