

Civica DataProtect

A business continuity module

Civica DataProtect is our affordable, self service business continuity module. In the event of a disaster, our fast response will ensure you and your users can access data and communications.

Forming part of your business continuity plan, this service utilises a mixture of live and dormant virtual servers located in one of Civica's highly resilient hosting centres.

Civica DataProtect has been designed to protect those business systems that our customers have told us are most important to maintain business continuity.

Imagine you can't access your office building. In the short term, there are three main groups you need to maintain contact with - your customers, your suppliers and your staff.

With Civica DataProtect you are able to:

- > **Access email** to allow essential communication between staff and suppliers. You define the number and capacity of the mailboxes you wish to restore.
- > Maintain your **web presence**, ensuring that customers and suppliers are up-to-date with, and not affected by, your change in operations
- > Communicate developments to staff via your **intranet**
- > **Access Office documents and data** backed up from any key systems (e.g. accounts and CRM systems).

Benefits

Civica DataProtect

- > No set-up fees
- > Lower cost than a traditional solution
- > Self service - you are in full control
- > Visibility of server availability at all times
- > Can be used with any "in the cloud" backup system
- > Flexible Disaster Recover testing schedules
- > In-built flexibility to handle varying data quantities
- > Seamless integration with Civica DataStore (our entry level business continuity module)
- > Affordable add-on options to provide remote connectivity to additional users



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Investment

The base service is £4,375 per year. This includes:

- > An annual disaster recovery test
- > Availability of 10 Exchange mailboxes
- > A constantly live, virtually hosted Microsoft Windows server for Microsoft Active Directory replication
- > 10 VPN clients for immediate access for key staff

Flexibility and options

- > Add further secure remote user VPN connectivity to the solution to allow more users to work from multiple locations (e.g. from home)
- > Not every business is the same. Storage space can be increased at any time to meet your needs. Data space to house your backed up data is available in 100GB blocks
- > The number of available mailboxes can be increased in multiples of 10 for an additional charge
- > Annual or bi-annual disaster recovery test (depending on how fast your IT progresses) can be included to ensure that your IT personnel are aware of the process, timescales and potential issues that may arise in the event of a real invocation
- > Civica can commit to a fast response time, either during extended standard service hours (07:00 - 19:00 Monday to Friday excluding Public Holidays) or optionally 24x7. We can make available on request additional technical resource to complement your IT team
- > Civica also offers hosting facilities for longer-term recovery from a disaster.

Service requirements

The service requires the use of an "in the cloud" backup service, such as Civica DataStore, that is capable of data restoration to an alternative site and file location. Civica will require some level of control (or access to third parties hosting) to you DNS, in order to modify the destination of data in the event of a disaster.

A data volume consultation exercise will be carried out to ensure that not only can the daily change of data be backed up each day, but that the appropriate resources are assigned within the disaster recovery agreement to facilitate a successful restore of the data.

DataProtect and the environment

The use of a cloud based backup system considerably reduces the waste associated with the rotation of individual backup tapes. Coupled with the use of a shared virtual hosting environment, only utilising power and resources during testing and invocation, a considerable reduction on the carbon cost of your disaster recovery solution can be recognised.



About Civica

An experienced partner with the experience to deliver a modern solution built on deep understanding and commercial best practice is fundamental. Supporting organisations across the public and private sectors for more than 20 years, we bring together people, processes and information to help you to achieve a consistently high level of service and a measurable return on investment.

Civica's managed services form part of its broad capability in specialist systems and outsourcing services that help organisations to improve service delivery and efficiency, with specialist expertise in local government, education, social housing, health care and enforcement. Blending software applications, IT managed services and outsourcing, the group supplies more than 2,000 customers in the UK, Australia, New Zealand, Singapore and North America, including 90 per cent of the UK's local authorities.



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