CAPITA

Disaster Recovery

Almost one quarter of UK businesses suffer a significant IT failure each year. These events can range from straight forward hardware failure to full-blown disasters. Such failures can result in significant downtime, often impacting severely upon critical business functions and even the reputation of the business. In the worst case scenarios, data may be lost.

Capita Software Services has vast experience of working closely with third party disaster recovery companies in recovering servers, databases and applications, and aims to become an integral element of disaster recovery planning for our customers.

Capita Software Services is offering a Disaster Recovery Consultancy package for customers to include an annual disaster recovery test and the peace of mind with the availability of a technical consultant within 48 hours.

Annual Test
Most disaster recovery contracts provide the facility for an annual test. Working alongside the organisation's disaster recovery provider, Capita Software Services technical consultants will assist in the recovery of the server, Ingres database and Capita application to ensure system recovery can be achieved in a true disaster scenario.

Comprehensive Documentation
As part of the annual disaster recovery test, the technical consultant will provide a report detailing the activities undertaken, issues encountered and recommendations. This will assist the organisation in developing processes to ensure recovery can be achieved in a true disaster scenario.

Emergency Consultancy Call-out
Capita Software Services recognises the importance of the Capita applications to our customers and believes the key to a timely disaster recovery is the availability of key resources at the right time. This service provides a technical consultant on-site within 48 hours of notification to Capita Software Services who will remain with the customer until recovery of the application is achieved.

Prepared
Supporting your team

Responsive
Your emergency team

Your IT dept

Compliant
Meeting your obligations

To find out more, speak to your Capita account manager or contact Capita's technical services team via cssenquiries@capita.co.uk | www.capita-software.co.uk

CAPITA

Significant benefits include:

- Annual disaster recovery test

- Emergency consultancy call-out

- Full technical documentation

- Technical consultancy within 48 hours

- Recommendations for successful recovery

- Expertise of Capita Software Services staff to recover Capita application and Ingres databases.

Also available from Capita Technical Services:

Hardening and Patching • Home Working • Managed Services • Network Vulnerability Scanning • Proactive Monitoring Project Management • Remote Support • Server Refresh and Migration • Technical Consultancy • Training Technical Design and Architecture • Virtualisation

To find out more, speak to your Capita account manager or contact Capita's technical services team via cssenquiries@capita.co.uk | www.capita-software.co.uk