

*Designs, manages and operates your business continuity
and IT recovery program*



IBM Business Continuity and Recovery Services

Business continuity services managed by IBM

Highlights

Manages a customized end-to-end business continuity program to help ensure continuous operations

Provides a company-wide business continuity plan integrated with your business objectives and strategy

Designs, implements and executes an IT recovery program to mitigate the impact of an interruption

Maintaining continuous business operations

Immediate access to information is a vital part of keeping your business competitive. Your company depends on critical applications and information to manage daily operations, interact with partners and suppliers, track your competition and serve your customers. Therefore, risk

management should focus on the protection of vital business processes and business continuity.

The professionals at IBM Global Services will provide a comprehensive continuity solution that is designed to protect your investment in, and dependency on, information technology (IT). This is



accomplished by mitigating the risks that could cause an interruption to Web-based business processes and enterprise-wide applications. In addition, should an interruption occur, we will perform the tasks necessary to help your company recover the IT infrastructure and minimize the impact of the disruption.

End-to-end business continuity program management

One of the most effective methods of avoiding disruption to your business is to understand the potential risks, then develop a solution based around your total business environment. Our solution considers internal and external factors throughout your business processes, and aligns your IT with business objectives and strategies.

Our team of professionals, led by a continuity program executive, can design, manage and execute a customized, integrated, end-to-end continuity program for your business. This approach enables your team to focus on core business issues and strategic development.

Business continuity program design

Protecting your business is our main concern. We implement safeguards to mitigate or avoid risks that can cause an interruption, both internally and from suppliers and customers.

Our consultants evaluate your business processes, estimate the financial impact of an interruption and establish the recovery priorities to minimize the impact. If a disaster occurs and your facility is unavailable, we can provide the support you need to resume business operations.

IT recovery program design and execution

Once we have jointly determined the priority of restoring your critical business processes, we assess your current capabilities. Based on our experience and comparisons with similar businesses in your industry, we develop a recovery strategy to reduce the impact of an interruption. We also reengineer the necessary components of your IT environment and implement a solution to achieve your recovery time and data recovery point objectives.

In addition, a detailed recovery plan will be developed to position you in a constant state of readiness by predefining the actions needed to be performed if a disaster occurs. Our solution will also include detailed procedures for recovering your IT environment. These procedures will be tested by our recovery specialists, updated to reflect changes and executed for you during an actual disaster.

Utilizing proven experience for business continuity

With over 40 years of disaster recovery experience, we have the skills, tools and processes to provide a comprehensive business continuity program for you. Utilizing our team to manage continuity will allow your team to focus on the growth and success of your business.

For more information

To learn more about IBM Business Continuity and Recovery Services and IBM Global Services, visit www.ibm.com/services/continuity or contact your IBM sales representative.

To learn more about IBM managing your business continuity program, e-mail us at ibmbcrs@us.ibm.com.



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