



SureHost Disaster Recovery



Surebridge™
Always There.

Solutions | **Services** | Partners | Industries | Customers

Strategy. Implementation. Outsourcing. Optimization.

Overview

The world climate has raised the corporate awareness to the threats to the integrity and security of their infrastructure. As part of that awareness, companies are realizing that advanced business continuity and disaster recovery plans are now a core IT strategy rather than an option. According to Gartner, the average organization's requirement for recovery from a major system outage now ranges from two to 24 hours.

At the same time, most organizations are lacking the human and technical resources to be fully prepared for business interruptions ranging from catastrophic natural disasters to terrorism to technical glitches. Such disruptions can have severe consequences, including uninsurable capital losses, customer defections and complete insolvency.

Surebridge offers its customers a comprehensive solution portfolio for business continuity and disaster recovery. As part of our standard recovery services, we offer the following features in the event of a natural disaster or other conditions that may impact any of our data center facilities:

- Industrial-strength Microsoft Gold Certified data center facilities, ensuring both environmental protection and physical security
- Spare stock inventory and rapid hardware replacement to facilitate high availability of environment
- Complete backup and off-site storage management

SureHost Disaster Recovery Enhanced Services

To meet the requirements of your organization's individual continuity and recovery needs, Surebridge offers enhanced services. These services leverage our multiple data center facilities and our relationships with industry leading disaster recovery and business continuity providers to develop a continuity and recovery solution that is appropriate for your organization. Our enhanced services take into account that each organization may have varying levels of risk tolerance for application interruption caused by a disaster within our environment or yours.

Service options include the deployment of fail-over environments at multiple Surebridge data center facilities or at your onsite facility, as well as recovery services including cold, warm and fully equipped hot sites. Working in tandem with your internal resources, our expert consultants can help your organization define, implement and execute a comprehensive and customized continuity and recovery strategy.

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Key SureHost Disaster Recovery Benefits:

- Protects your data in our state-of-the art data center facilities
- Leverages Surebridge's expertise for end-to-end outsourced solutions
- Helps ensure the high availability of your business applications
- Mitigates the risk of a natural catastrophe or other crisis
- Reduces or avoids revenue loss and customer dissatisfaction
- Enables you to resume business operations more quickly after a disaster or unplanned interruption
- Lowers your total cost of ownership
- Lets you stay focused on your core business activities while Surebridge's experts implement and execute your continuity and recovery strategy

About Surebridge

Surebridge, the leading provider of outsourced enterprise application solutions for middle market companies, delivers brand name application choice and affordable strategy, implementation and outsourcing services. Surebridge's complete portfolio comprises ERP, CRM, eBusiness integration and productivity applications, driving efficiencies into business processes and adding value to customers, partners, shareholders and employees alike. Its full service offerings include software selection based on business need, rapid and precise application deployment, upgrade services, secure hosting, application management and continuous business improvement solutions. By providing outsourced business-critical enterprise-level applications, Surebridge provides tremendous cost savings to its customers. In addition, Surebridge's offerings are enhanced with a constant eye toward value through high-touch customer service. Surebridge offers vertical expertise in the manufacturing/distribution, financial services, healthcare/pharmaceutical, services, publishing/media & communications, and public sector industries. The company was founded in 1997 and is headquartered in Lexington, Mass. For more information, please visit www.surebridge.com, or call **781-372-3222**.

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