Improving business resiliency with high availability and greater insight

Customers, partners and employees expect 24/7 access to services and data. Unplanned downtime from natural disasters, cyberattacks and outages are the biggest availability threats. With an effective recovery plan and solution in place, organizations become resilient and can easily resume operations with minimal downtime and data loss.

Ensuring the continuous availability of your business applications and data can be challenging in the face of a hardware, network or power failure. How do you ensure your team, processes and tools are up-to-date and resilient to avoid unexpected failures? Or can planned downtime of critical systems be avoided to keep business operations running 24×7? Carbonite® Availability and Perpetuuiti Continuity Patrol™ provide the organizational resiliency and visibility that your business requires for continuous operations of critical systems.

The hidden costs of unplanned downtime

Downtime strikes IT organizations from a multitude of sources. From the rare natural disaster to the more commonplace user errors and malicious attacks, downtime can seemingly strike at any time. Add in planned downtime like applying patches or OS and hardware upgrades and IT teams can guarantee that downtime will impact some of their systems every year.

54% of respondents have lost customers or revenue due to downtime[1]

The cost of that downtime can be high. For revenue-generating systems, it is measured in thousands of dollars every hour. For business systems, lost productivity is similarly costly. Less easily defined are the potential losses associated with customer loyalty, end user dissatisfaction and competitive positioning.

To recover quickly requires having an up-to-date business continuity plan in place to manage the failover from one system to the another, or worse case one site to another.

Every business needs to answer the following questions:

1. Is your staff trained and ready?

2. Do they know the processes and the correct order for bringing systems and applications back online?

3. Do they even have the tools to view, manage and report on the environment?

Benefits

- Manage and keep critical applications online

- Achieve anytime switchover-failover

- Scalable solution that protects 100s of applications with ease

- Single-click disaster recovery tests and recovery invocation

- Prevent revenue loss from downtime of high-traffic sites

- Achieve compliance and SLAs through protection of mission-critical data in your preferred environment

- Reduce risks associated with planned and unplanned events – no hit to revenue or brand

- Allow for business transformation and process improvement

- Delivers true resilience to organizations before, during and after a disruption or an outage

Too often organizations rely on manual processes and disparate tools, adding complexity and delays to the eventual Recovery Time Objective (RTO) – all at a time when businesses can least afford it.

29% of organisations target a recovery time objective (RTO) of one hour or less[2]

A Strategy for Business Continuity

As part of the business continuity strategy, critical systems must be replicated from the primary environment to a secondary system. This secondary system can be an alternative data center or the cloud for automatic failover at any moment. To provide flexibility in meeting the smallest Recovery Point Objectives (RPO) possible as well as the fastest RTO, your solution should offer an efficient replication path to synchronize between disparate physical, virtual and cloud-based systems.

76% of respondents report an incident during the past two years that required an IT DR plan[2]

Relying solely on manual processes and multiple tools leaves businesses unprepared for a disaster or disruption. With few resources available to manage business continuity, many businesses rely on self- service software to meet their basic needs.

These self-service solutions can be effective for those with in-house skills for configuring a highly available environment and the resources to manage it. But many companies need a more assisted option to manage more complex tasks, like monitoring, periodic failover testing, auditing, compliance and automatic execution when hardware or site failure strikes.

Testing failover and full recoveries of IT environments requires a proven methodology. Here are just a few of the critical components of business continuity:

- Establishing and meeting RTOs
- Configuring the failover system or site
- Tracking your changing environment

Instead of living with the risk of unexpected disasters or even unexpected outcomes, businesses have new data protection options. Businesses can implement business continuity with a real time view of activities across their entire IT environment so administrators can control and execute when required.

Successful disaster recovery starts with a global view of your environment

Maintaining business continuity and keeping your organization resilient against disruptions is difficult.

Here are just a few challenges:

- Complexity of IT environments with diverse infrastructure (e.g., operating systems, databases, applications, storage, networking, etc.) policies and procedures that must be followed

- Availability of trained staff at all hours

- Multiple physical locations

- Data on-premises and in the cloud.

That's why businesses need to create a Business Continuity Plan, conduct regular reviews and keep it up to date. Even with a well-developed plan, the execution must be orchestrated and automated to meet the required recovery point and recovery time objectives.

Now you can take the guesswork out of business continuity planning, testing, and execution. With Carbonite® Availability and Perpetuuiti Continuity Patrol™ you have a total solution for highly available systems with a complete view into your environment for greater planning, mapping, analysis and testing.

One solution for end-to-end visibility

Having a single view into your environment for business continuity and resiliency management is enabled with Continuity Patrol™ and Carbonite® Availability

Perpetuuiti Continuity Patrol™ (CP) uniquely combines cyber resilience, IT resilience, business continuity and network resilience in one unified solution that enables organizations to recover from Cyber and IT disruptions, natural disasters and outages. It also boasts the lowest recovery point objectives (RPOs) and fastest recovery time objectives (RTOs) in the industry, dramatically limiting data loss and downtime. CP helps CXOs make well informed business decisions with reduced RTO by enabling real-time visibility into the financial impact of a critical IT service, unplanned outage or degradation of service and their cascading impact on dependent IT services. With Continuity Patrol, Availability Management managers or IT decision-makers can perform what-if modeling and make a better business case for the cost of downtime.

Carbonite® Availability enables IT organizations to maintain the highest availability of their Windows and Linux servers by preventing downtime and data loss. With support for physical, virtual or cloud source systems or target environments, the Carbonite Availability solution is a comprehensive high availability option for organizations with mixed IT environments.

Together Carbonite® Availability and Continuity Patrol™ deliver a highly available environment that is simple, scalable and cost-efficient:

- True software-only solution: no appliances, agents, scripts or vendor lock-in

- Hybrid environment support: protection from anywhere to anywhere with physical, virtual or cloud source systems or target environments

- Seamless installation: automates the setup and configuration of real-time protection and availability management for datasets, business-critical applications and full system states

- Automated recovery tests: perform recovery tests without any disruption and receive automatic enablement of compliance reporting

- Orchestration and automation: simple workflows to perform actions and failovers in just a few clicks

- Offers unique visibility: live Business Impact Analysis (BIA) and Financial Impact Analysis (FIA) to help make informed business decisions with confidence

- Simple automation: one simple, agile solution saves you time, resources and costs while making it easier and faster to manage workloads at scale

- Comprehensive automation: end-to-end automation covering all the layers of IT - operating systems, database, application, network, storage, replication

How it works
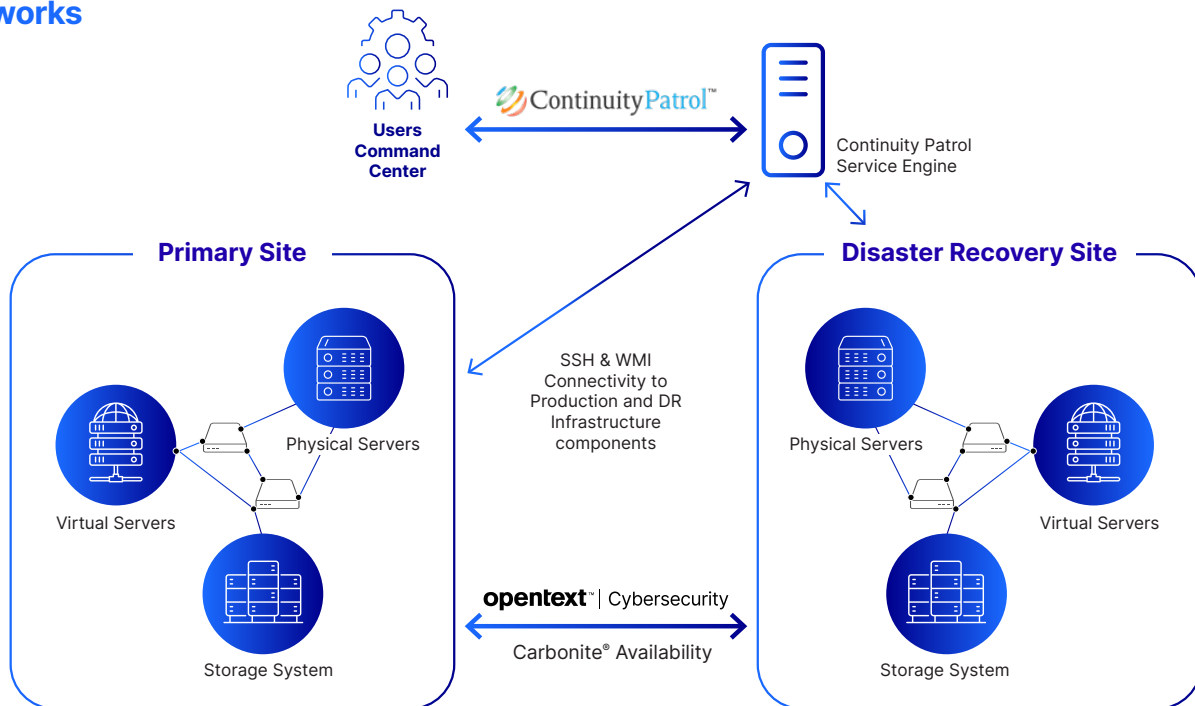
Continuity Patrol™ administrators have a single view across all the applications and sites configured in a simple user interface and can monitor the status for all the groups. The command center dashboard displays IT services mapping view and a summary of key parameters for stand-alone and recovery protected IT services like service health, RPO, RTO, replication status, alerts, impact and priority. In addition, it provides an IT service availability summary of configured IT services. It helps identify the exact IT failure for IT personnel to take corrective actions on time. Moreover, it performs recovery tests without any disruption and enables an automatic delivery of compliance reporting. It does all this while adhering to the BCP Standard for regulatory reporting.

Carbonite® Availability automates the setup and configuration of real-time protection and availability management through advanced management features for Windows and Linux servers, datasets, business-critical applications and full system states. With support for physical, virtual or cloud

source systems or target environments, the solution is a comprehensive high availability option for organizations with mixed IT environments.

The solution features patented, real-time, asynchronous, byte-level replication. It replicates data immediately and continuously to a secondary server as fast as bandwidth and processing allow. Asynchronous, real-time replication is ideal for any geographic distance as it can manage bandwidth and latency fluctuations from impacting the production servers.

Continuity Patrol™ automates testing of the environment (planned and unplanned failover) and it provides DR compliance records and reports to meet regulatory requirements. As a complete disaster recovery management and automation suite, Continuity Patrol™ reduces capital and operational expenses.

In the event of a disaster, administrators have a real time view of recovery process activities so they can control the recovery process execution if required.

Customers are realizing significant benefits with this solution:

- 50 to 80% reduction in RTO over manual / script-based recovery[3]
- 50% reduction in operational costs[3]
- 60-80% reduction in total cost of ownership (TCO)[3]

Read Continuity Patrol customer success stories.

View and manage business continuity with ease

Carbonite® Availability and Continuity Patrol™ provide the foundation for your business continuity strategy. Having highly available systems means being able to withstand infrastructure failures, site failures and accidental data loss and, if necessary, quickly recover. Together, we help provide the data protection visibility, automation, management and execution for business continuity.

Who we are

OpenText Security Solutions: as attack surfaces expand, OpenText Security Solutions help organizations of every size achieve cyber resilience with Webroot Security, Carbonite Data Management, BrightCloud® Threat Intelligence and EnCase Digital Forensics and Threat Response. With a united front of best practices paired with layered solutions, we prevent, detect and restore small, mid-sized and enterprise business operations in the event of a cybersecurity attack or disaster. Learn more about Carbonite Data Management

Perpetuuiti empowers people and businesses alike by delivering the world's most comprehensive and urbane automation platforms making work more human. Our platforms deliver leading-edge automation solutions for modernizing resiliency management, and turbocharging the performance of your applications, IT and business operations at speed and scale to drive exponential efficiencies. Learn more about Perpetuuiti

[1] TechRadar, Survey highlights the heavy costs of business downtime, June 15, 2020
[2] Gartner, IT Disaster Recovery Trends and Benchmarks, April 30, 2020
[3] Customer results based on Continuity Patrol™ customer testimonials.
   https://perpetuuiti.com/CustomerSuccessStory.php

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