IBM Managed Continuity & Recovery Services – work area recovery

Helping businesses and their employees continue working during a disaster or disruption

Highlights

- Addresses lost employee productivity and the need for an environment in which to work

- Helps overcome the challenges businesses often encounter in creating recovery plans

- Delivers the technical, infrastructure and environmental quality services that employees require to operate during recovery

- Helps meet companies' risk tolerance and flexibility in a business continuity plan

Helping enable productivity even in the face of disruption

In today's always-on world, resiliency is a key source of competitive advantage. Most businesses today are aware that they must protect themselves against disruptions and disasters at their facilities and data centers; but what about their personnel? Have these organizations also taken steps to ensure that critical personnel can continue working in the event of a disruption? Even a company with the foresight to have a protected and functioning data center can stand idle without the staff necessary to maintain operations.

Disruptive events can take many forms—everything from the more common building floods, power failures and transit strikes, to catastrophic events such as major storms and terrorist attacks. The issue, however, is not whether disruptions will occur, but when and what a company can do in preparation to enable employees to continue performing their jobs. In a global economy, continuous availability and resiliency are necessary for successful business operations.

Adding the vital human component to business continuity plans

Some business disruptions can be predicted—while it may not be possible to know when they will occur, it is indeed possible to know where disruptions come from. Some are data driven, such as data loss, data corruption or disk failure. Others are business driven, brought on by human or organizational challenges such as a lack of governance. Still others are event driven caused by disasters, such as civil unrest, regional power failures or building fires.

Understanding these risks, and developing plans and strategies to address them, can help an organization stay in business during a disruption. IBM Resiliency Services helps you protect the information and business processes to keep your business running if a disruption occurs.

Overcoming the challenges of in-house recovery plans

Some companies make their own provisions for alternate work areas. Large firms with a high concentration of mission-critical employees may create areas in-house to help ensure that facilities are always available. Additionally, companies may utilize remote access solutions to provide data and application availability. Each of these paths, however, is accompanied by challenges. The cost of outfitting and maintaining a facility that may never be used can be an immediate concern. The cost and availability of real estate can be serious impediments that impact budgets and much-needed flexibility. While mobile work is effective for some situations, certain job roles and business processes require teams to be together. Shared capacity meets the need for many businesses at a fraction of the cost. Dedicated work seats are suitable for firms with high concentrations of mission-critical employees such as trade floor or call center specialized environments.

Providing your employees with quality recovery sites

Work area recovery from IBM includes cost-effective options that provide environments and access models based on a company's tolerance for risk. Some business units such as trading floors cannot accept a high level of risk; they require rapid, more dependable recovery times. Other back office or general business environments usually tolerate greater risk and more flexibility in time for relocation. IBM provides services designed to meet such a range of needs.

Work area recovery facilities from IBM provide a security-rich, comfortable work environment designed to allow businesses to relocate key personnel to these locations during a disaster or disruption. Companies typically choose locations that are positioned less than two hours away from their original site. Sites generally have access to major highways, public transportation and major airports. Most recovery centers provide onsite parking as well as vending machines, and may include a full-service cafeteria.

Each recovery center is equipped with communications capabilities for voice and data, multivendor technology and access to local or remote data centers. Configurations for workers typically include work-station equipment (desk, chair, phone, PC and monitor), network and voice connectivity, conference rooms and technical support services. IBM can also leverage the latest in desktop virtualization technology for work area recovery configurations, depending on your recovery objectives and access requirements.

Customizing a continuity plan based on your business needs

If you are unsure as to what you need for work area recovery, IBM's Resiliency consultants can help you determine your business specific requirements, such as:

- Depending on the length of an outage, your requirements for work area facilities, connectivity, and office equipment may change.
- IBM's Resiliency consultants have helped companies around the world align their business resilience requirements to their work area recovery solution specifications.
- Resiliency consultants can help you map your recovery objectives to the work area recovery solution that is right for you.

Depending on the location, a company can choose from three work area recovery options—dedicated seats, shared seats and mobile seats. Each provides a different set of services to address individual requirements. The following options can be combined for a more comprehensive solution:

Dedicated seat solutions

Dedicated seat solutions are for the exclusive use of an individual company. They provide around the clock, virtually real-time access to all seats. IBM works with the company to design the space to best meet user requirements, then builds and manages the space. Companies experience no conflict with other subscribers and retain control of requirements, applications and access. This option is designed for companies with the least tolerance for risk or downtime. This includes companies with high regulatory requirements or those with a risk of extremely high profit and high revenue loss due to an outage, such as traders or investment bankers.

Shared seat solutions

Shared seat solutions include seats that are subscribed to by multiple organizations—providing a cost-effective alternative to the dedicated solution. Access to the recovery site is allowed for a planned exercise or outage declaration. After declaring an outage, the company has immediate access to the site, and recovery services are available within 4 to 24 hours. This option is designed for companies that can accept slightly more risk than those that require dedicated solutions.

Mobile seat solutions

Mobile seat solutions are fully configured facilities that are delivered to your site or an alternate location or temporary use. The mobile units typically include workstation equipment (desk, chair, PC and monitor), network, phones, call center capability and application connectivity. The mobile unit can be delivered and set up within days of an outage declaration and can be placed closer to the employee production site than the dedicated or shared options. Units feature satellite capabilities and include generators so there is no dependence on local utilities. This option is ideal for companies that have access to their main site or an alternate site, but that have buildings that are damaged and not accessible.

For verification of services available in your area, please contact your local IBM representative.

Delivering business value inside and outside the company

Work area recovery is designed to help companies maintain business operations by enabling employees to stay productive. When disruption strikes, alternate work environments can demonstrate preparedness and corporate responsibility—and help safeguard the company's brand reputation without a large capital expenditure. Ultimately, a plan that includes work area recovery can speed time to recovery, helping the business remain competitive, while allowing flexibility, scalability and predictability of cost. It also illustrates a corporate commitment to customers, the company, and above all, to employees.

Why IBM?

IBM Managed Continuity & Recovery Services–work area recovery is built on our years of experience providing business continuity and resiliency services to clients in all industries and of all sizes.

IBM operates over 300 data centers in 54 countries, with over 6.7 million square feet of floor space for disaster recovery—with more than 40,000 seats equipped to replicate the work environments of key personnel. Our options are designed to be cost competitive and hassle free—IBM provides management services for each center. IBM's global presence enables you to leverage sites around the world and select the type of work area solution that meets your needs.

For more information

For more information about IBM Managed Continuity & Recovery Services–work area recovery, please contact your IBM sales representative or your IBM Business Partner, or visit:

ibm.com/services/resiliency