



COVENCO RECOVERY SERVICES

SPECIALISTS IN DISASTER RECOVERY

Disaster Recovery Hardware Maintenance Specialists for:

- IBM iSeries
- IBM pSeries
- IBM xSeries
- DELL Servers
- HP/Compaq

DR Services include:

- Relocatable recovery services
- Mobile recovery service
- Fixed site recovery
- Workplace recovery
- Dedicated recovery service

High Availability:

- iSeries - NoMax
- pSeries - EchoStream and HACMP
- Intel - Doubletake, VMWare

Value-add services include:

- Business continuity consultancy and planning
- Backup and recovery audits
- Email continuity and management
- Data vaulting
- Colocation hosting
- Operating system support services

Business Continuity and Disaster Recovery - A Modern Imperative

Commercial enterprises today are reliant on computerised systems and when they fail for any reason, a business can be crippled within days. Modern times drive new behaviours too, with greater priority being given to crisis and disaster management. Understanding the impact that a serious incident can have is just the first step. Companies need to establish formal back-up, recovery and ongoing management processes for a range of disaster scenarios, in order to minimise their impact on the business and enable it to recover swiftly from any incident.



Services Portfolio:

Covenco Recovery Services provides solutions geared to coping with and recovering from a disaster scenario for clients whose IT systems are based around IBM midrange and INTEL based PC server platforms. Also available are added-value services designed to insulate the business from the impact of technology failures, be they as a result of a disaster scenario, or other malfunction.

Covenco's services meet all needs and scenarios, from off-site workplace recovery facilities, through provision of technology at a Recovery Centre, or delivered to site in a mobile computer room or offloaded on to Client premises, to both dedicated and high availability solutions.

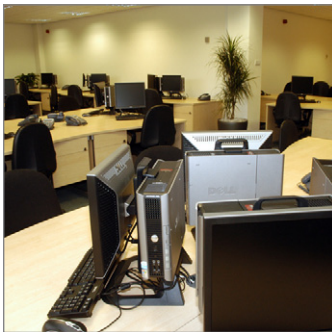
To complement these services, Covenco offers a comprehensive suite of business continuity planning and related consulting and support services and guides clients through regular testing of their disaster recovery and back-up procedures.

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Our Disaster Recovery services portfolio includes:

Relocatable Recovery Service:

Alternate IT equipment is delivered, installed and configured at any designated recovery location. This service is typically deployed in instances of technical disaster, where the computing environment remains largely unaffected. Also used by clients with multiple sites where an alternate site can be designated as the recovery location.

Mobile Recovery Service:

An air conditioned, fully equipped and self-contained mobile computer room complete with detachable generator and installed pre-configured IT equipment is relocated to your designated recovery location. Commonly deployed in scenarios where a disaster may have rendered the computer room environment unusable, but where the site's main communications fabric is largely unaffected.

Fixed Site Recovery:

Back-up media is dispatched to a Covenco Recovery Centre, where recovery specialists restore it on to IT equipment located at the centre and ensure end users can access the restored systems remotely. This solution protects against the risk of a disaster which is usually non-technical in nature, which may affect a client's primary operating site.

Workplace Recovery:

Assures continuity of business in the event of a disaster affecting the working environment. Key staff can be relocated and enjoy a fully functional office environment and IT/telephony services. Workplace Recovery is available at all Covenco's recovery centres. For a list of sites, please access www.covenco-dr.co.uk.

High Availability:

For when downtime is not an option, Covenco's High Availability solution ensures users are continuously connected throughout any interruption to normal activities. The service package is tailored to individual client requirements and includes impartial advice on high availability software solutions and provision of cost effective hardware.

Dedicated Recovery Service:

A superior solution that fills the gap between traditional shared solutions and high availability. Designed for businesses requiring faster recovery time objectives and an absolute guarantee that recovery equipment will be available, even in the event of multiple simultaneous invocations. Identical or functionally equivalent equipment is permanently installed at a client site or allocated to a client at one of Covenco's recovery centres, for their sole use.

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