

HP Business Continuity Solutions

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Americas Business Continuity Services

HP Services





Safe, sound, secure

Agenda

What...

is HP's overall adaptive enterprise strategy?

is Business Continuity and Availability?

are the risks and drivers?

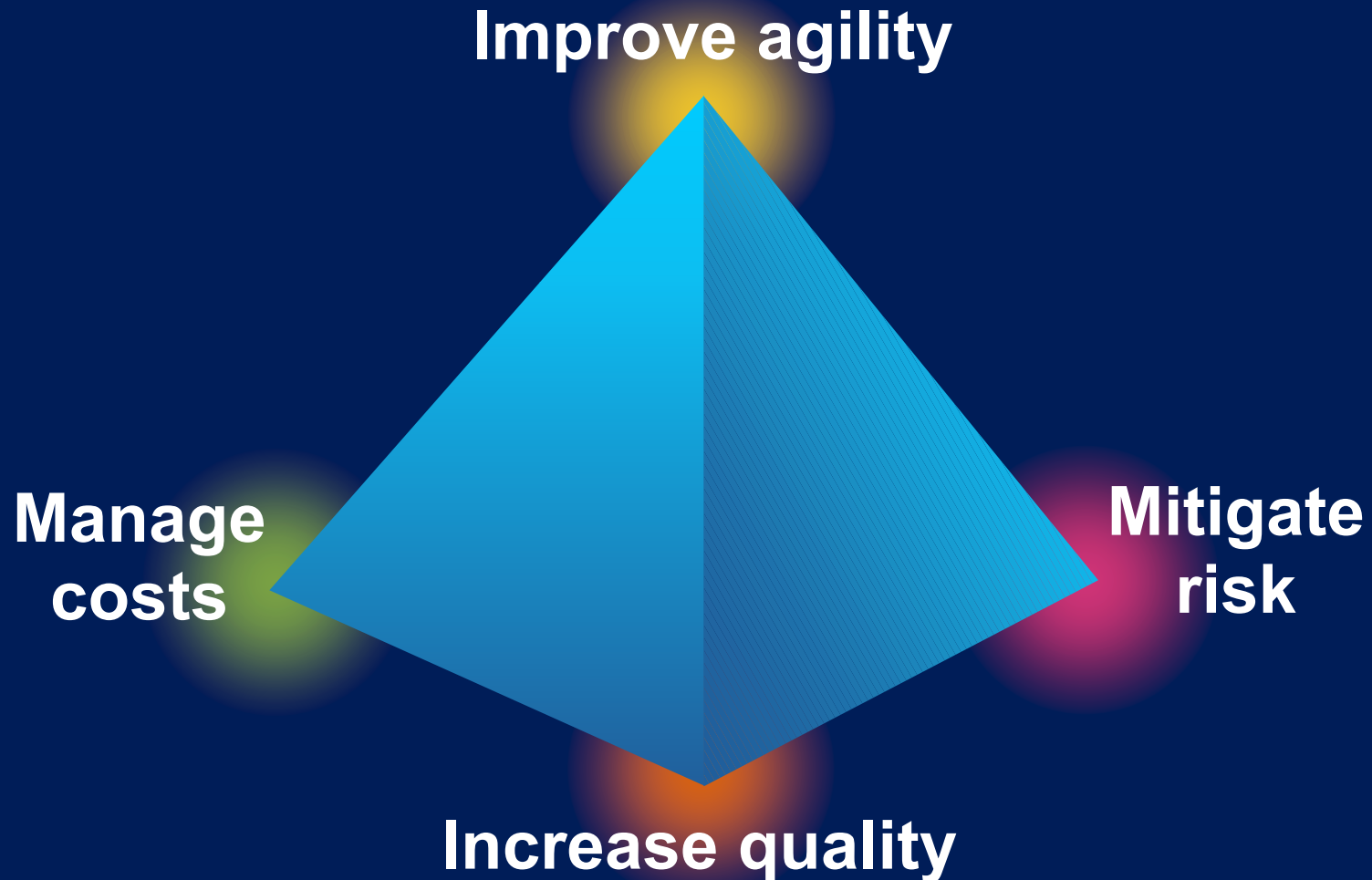
is HP's Business Continuity approach?

are HP's Business Continuity and Availability offerings?

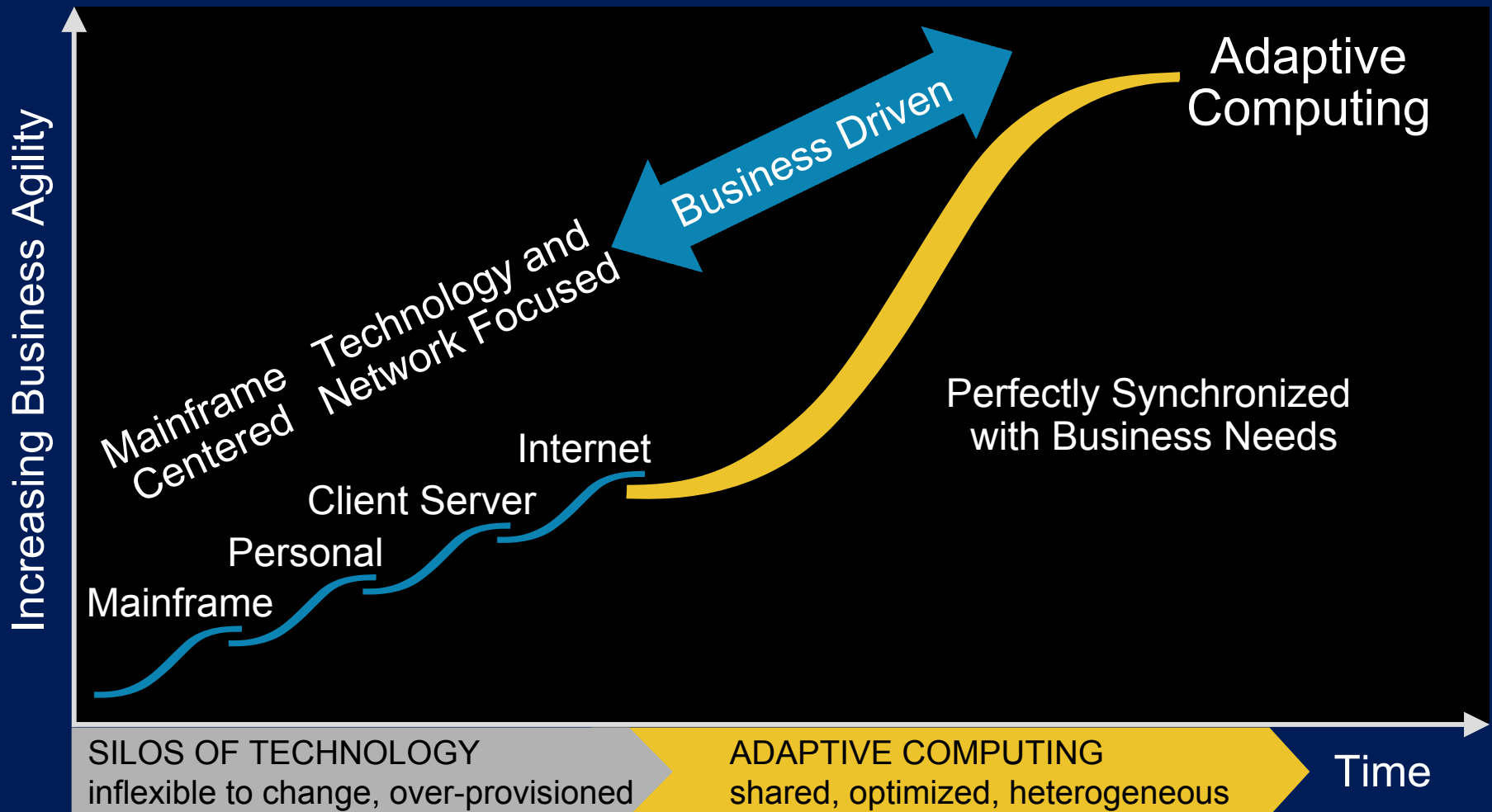
are some of our successes?



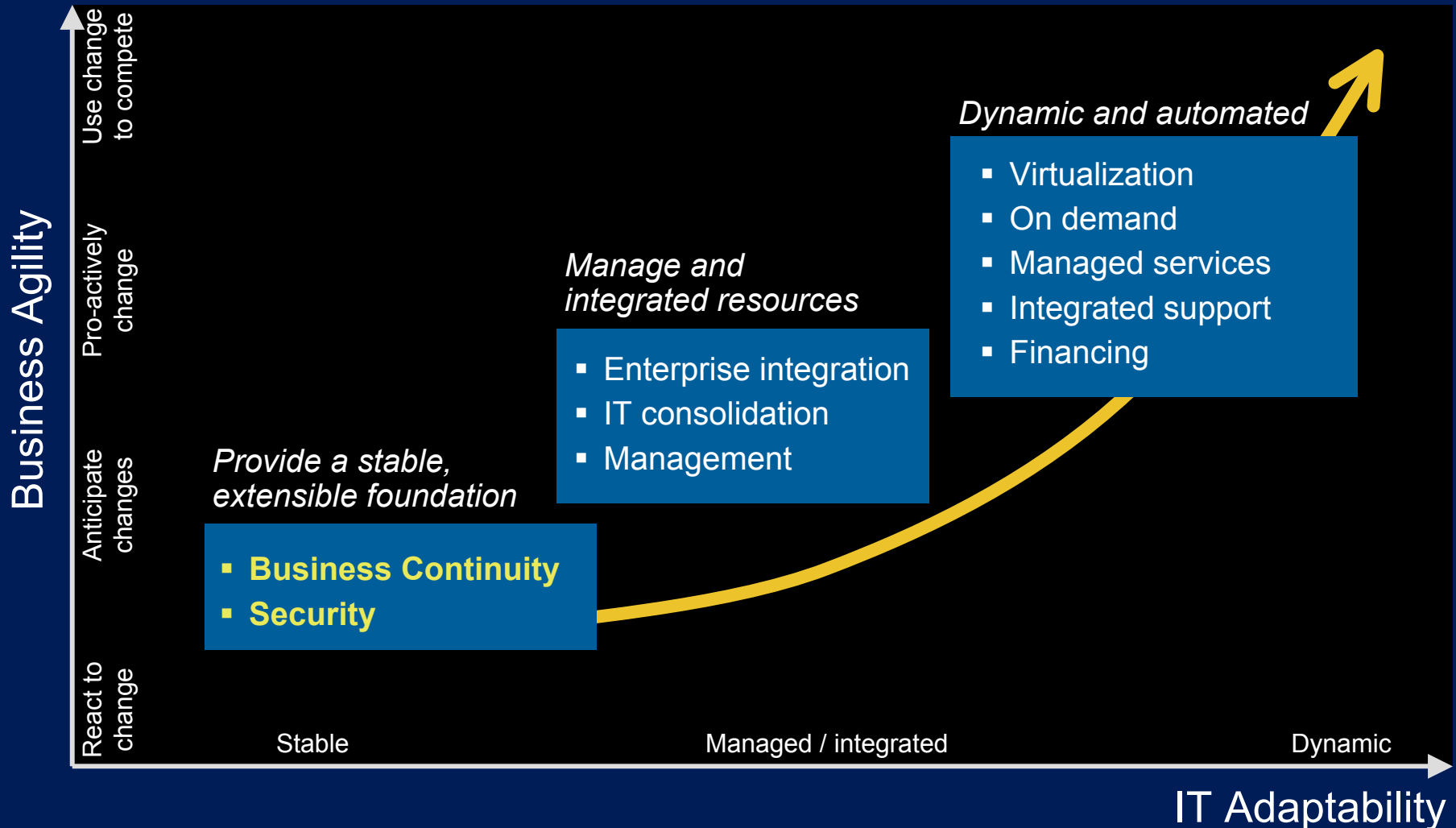
Business agility – the added dimension



Business needs demand a new model of computing



Building the foundation of an adaptive enterprise



What is Business Continuity?

It is...

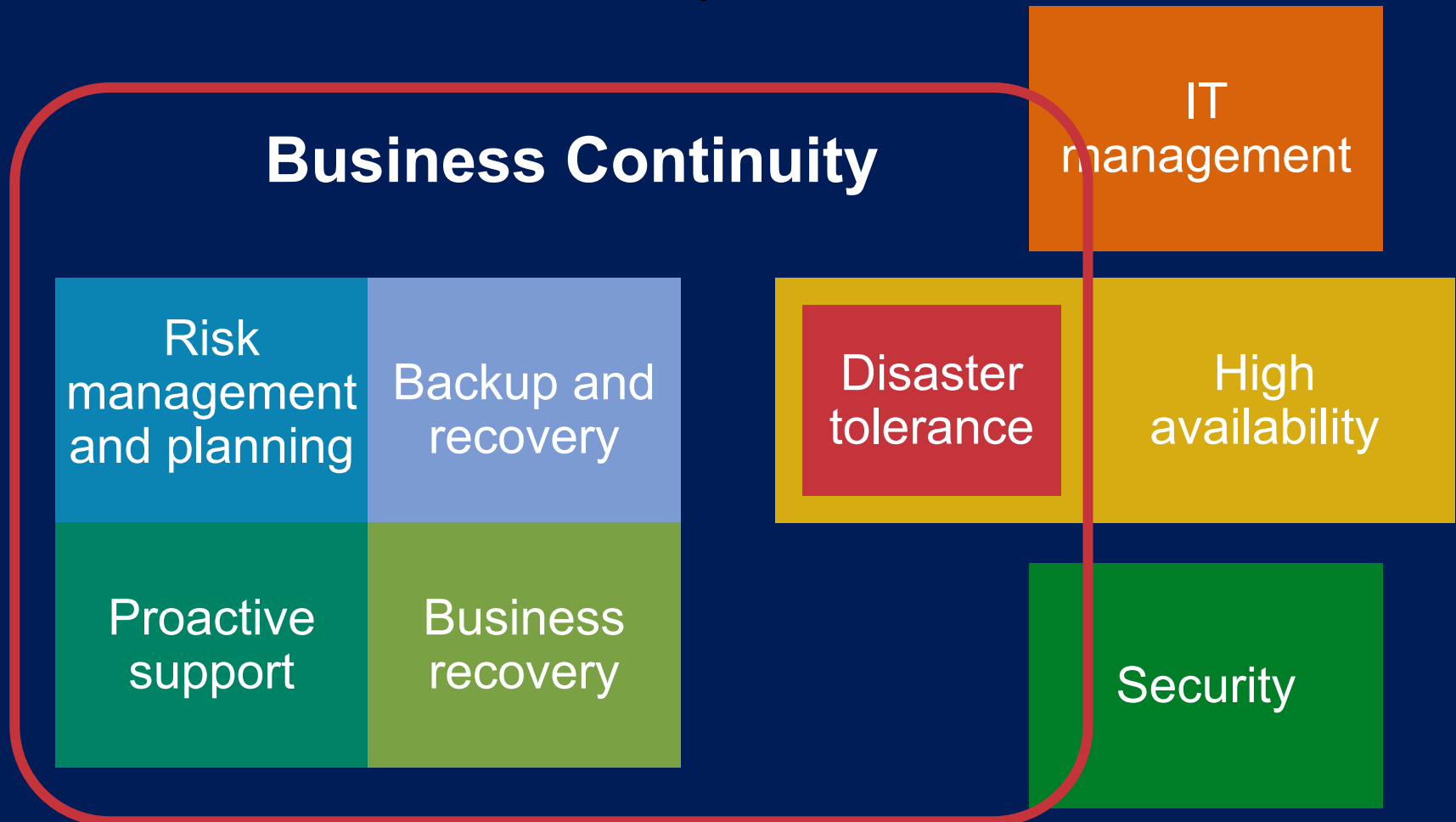
- A way of doing business and continuing to stay in business
- A plan to assure business processes – including suppliers and service providers – are always available to meet critical needs

It isn't...

- A specific product or technology or a service
- A “project” with a beginning and an end
- Just disaster recovery or high availability

Business Continuity and Availability

Definitions and relationships



Business Continuity – the elements at risk

Region/Area

- Relocation
- Virtual workspace
- Crisis management

Building/Site

- Power management
- Work area recovery
- Business process recovery

Data Center

- Physical security
- Data center protection
- Data center backup

WAN/LAN

- Network backup
- Network recovery
- Network management

System

- Failover/redundancy
- Disaster tolerance
- Recovery procedures

Application/Database

- Database backup
- Application clustering
- Information security

Data

- Database protection
- Data replication
- Data integrity

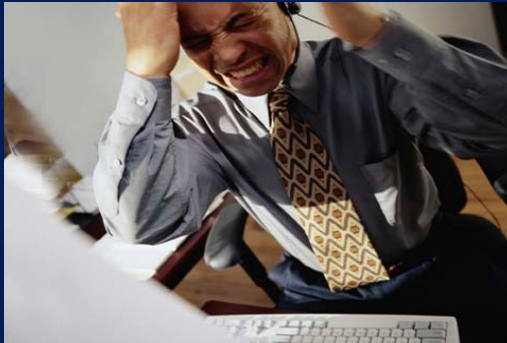


Drivers and risks

Imagine the following scenarios



Natural disaster



Internal disaster



Hacking

Business Continuity drivers

Stricter business requirements

- Growing regulation
- Competitive advantage
- Quality, efficiency and dependence on e-business

New business models

- Reliance on IT
- 24 x 7 operations
- Planned downtime no longer acceptable
- Smaller recovery windows
- SLA penalties
- Resilient operations

Increased need for business protection

- Revenue
- Productivity
- Fines and penalties
- Goodwill
- Employee morale
- Due diligence



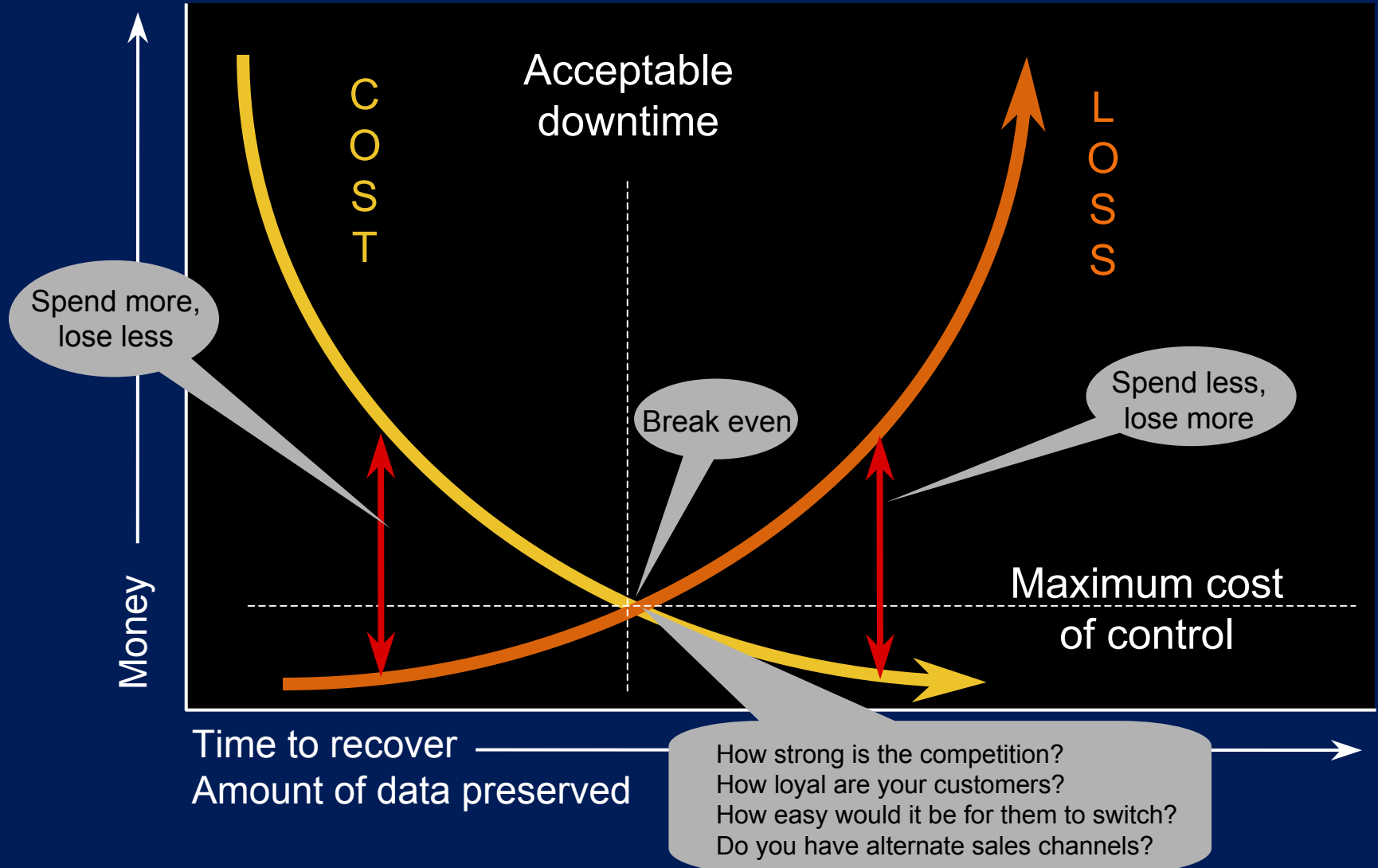
Financial cost of downtime is relative to who feels the pain



<i>Industry</i>	<i>Application</i>	<i>Average cost per hour of downtime (US dollars)</i>
Financial	Brokerage operations	\$7,840,000
Financial	Credit card sales	\$3,160,000
Media	Pay-per-view	\$183,000
Retail	Home shopping (TV)	\$137,000
Retail	Catalog sales	\$109,000
Transportation	Airline reservations	\$108,000
Entertainment	Tele-ticket sales	\$83,000
Shipping	Package shipping	\$34,000
Financial	ATM fees	\$18,000

Source: Contingency Planning Research

Identifying your pain point



The promise of Business Continuity

When your technology fails, so do the promises you've made to your employees, your customers, your shareholders and your partners.

You must

- Offer availability, reliability, security
- Ensure confidence
- Gain trust





HP Business Continuity Solutions

Business Continuity Solutions from HP



Dramatically increasing uptime while ensuring stability

Technology

- From single system RAS servers to UNIX to OpenVMS to NonStop
- Clustering fabric
- Middleware
- Anytime, anywhere storage



People and process

- Experience
- Support
- Management



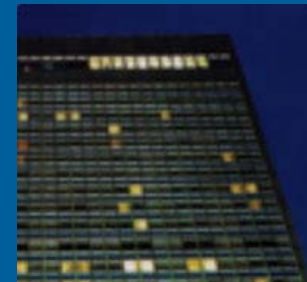
Services

- Business Continuity Consulting
- Disaster Tolerant
- Business Recovery
- Backup and Recovery
- Mission-Critical Support Services
- Security



Reference architectures

- BroadVision
- Oracle CRM
- Oracle9i
- Telecom billing
- ISM



**Technology, services and partnerships applied together
to create solutions tailored to your unique needs**

Business Continuity methodology

Analyze

- Identify business risks
- Quantify cost of outage
- Define requirements for Recovery Time Objectives (RTO) and Recovery Point Objectives (RPO)

Design

- Translate requirements into executable strategies
- Build strategies to meet RTO and RPO

Manage/Evolve

- Rehearse the business continuity plan on a regular basis
- Integrate into change management process

Build/Integrate

- Deploy supporting architecture to achieve RTO and RPO requirements through services and technologies
- Develop overall business continuity plan

HP Business Continuity and Availability Services



HP Business Continuity Consulting Services

Understand the risks and develop a plan

HP Disaster Tolerant Services

Continue operations with little or no interruption

HP Business Recovery Services

Ensure rapid recovery of IT operations and associated business processes

HP Backup and Recovery Services

Ensure a basic level of IT recovery at a minimal cost

HP Mission Critical Services

Ensure high availability and performance of critical systems

HP Security Services

Secure your business and IT infrastructure

HP technology for Business Continuity



HP has the right technology for your specific needs and environments

	Highly available	Disaster tolerant	Fault tolerant
StorageWorks	Many options	Mirroring and clustering	RAID multipathing
NonStop	Built in	Remote Database Facility (RDF) and related products	Built in
OpenVMS	Built in	Disaster Tolerant Cluster Services (DTCS)	with Remote Transaction Router (RTR)
UNIX®: HP-UX	HP serviceguard	3 cluster options: Campus, Metro and Continental	
Linux	HP serviceguard	Stretch cluster	
UNIX: Tru64 UNIX	TruCluster server	Campus wide	
ProLiant	Microsoft Cluster Services (MSCS)	Stretch cluster	

Business Continuity Services

Benefits

- Protect and minimize disruption to IT infrastructure and associated business processes against site outages, disasters and environmental events...
 - Enables customer to focus on core competencies
 - Provides customer with processes, technical expertise, and infrastructure
 - Provides assurance at a cost in line with the risk

Service areas

- Full lifecycle of consulting services
- Disaster tolerant services
- Business recovery services
- Backup and recovery services



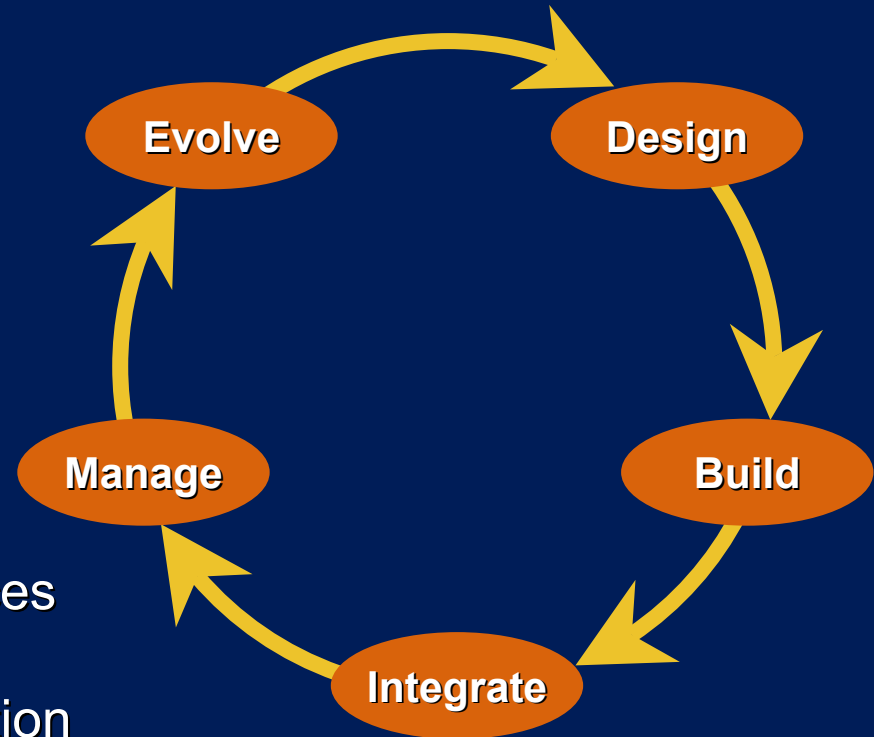
Business Continuity Consulting

Benefits

- Design and implementation of a business continuity program to meet unique business requirements, leveraging best practices together with our years of expertise and proven methodologies

Service areas

- Analyze – business to IT alignment and identify gaps against best practices
- Design/build/integrate – develop and implement a continuity plan and solution based on your recovery strategy
- Manage – rehearse continuity plan to ensure that the pre-defined recovery objectives are met
- Evolve – ensure the agility of customer's continuity solution in the face of the changing IT and business environment



Disaster Tolerant Services

Benefits

- Helps ensure that an IT environment can continue operations with little or no interruption for users and basically no transaction loss through proven processes and technical expertise

Services

- Design and implementation of geographically separated IT infrastructures
- Management and monitoring of disaster tolerant infrastructures
- Design, construction, and renovation of data centers



Business Recovery Services

Benefits

- Helps ensure rapid recovery of IT operations and associated business processes at a cost in line with the risk and the defined value of the business process

Service areas

- Data center recovery – rapid provision of IT infrastructures at either HP recovery centers or at alternate customer sites
- Office recovery – rapid provision of general office space, call center or trading floor and supporting voice/data infrastructures



Backup and Recovery Services

Benefits

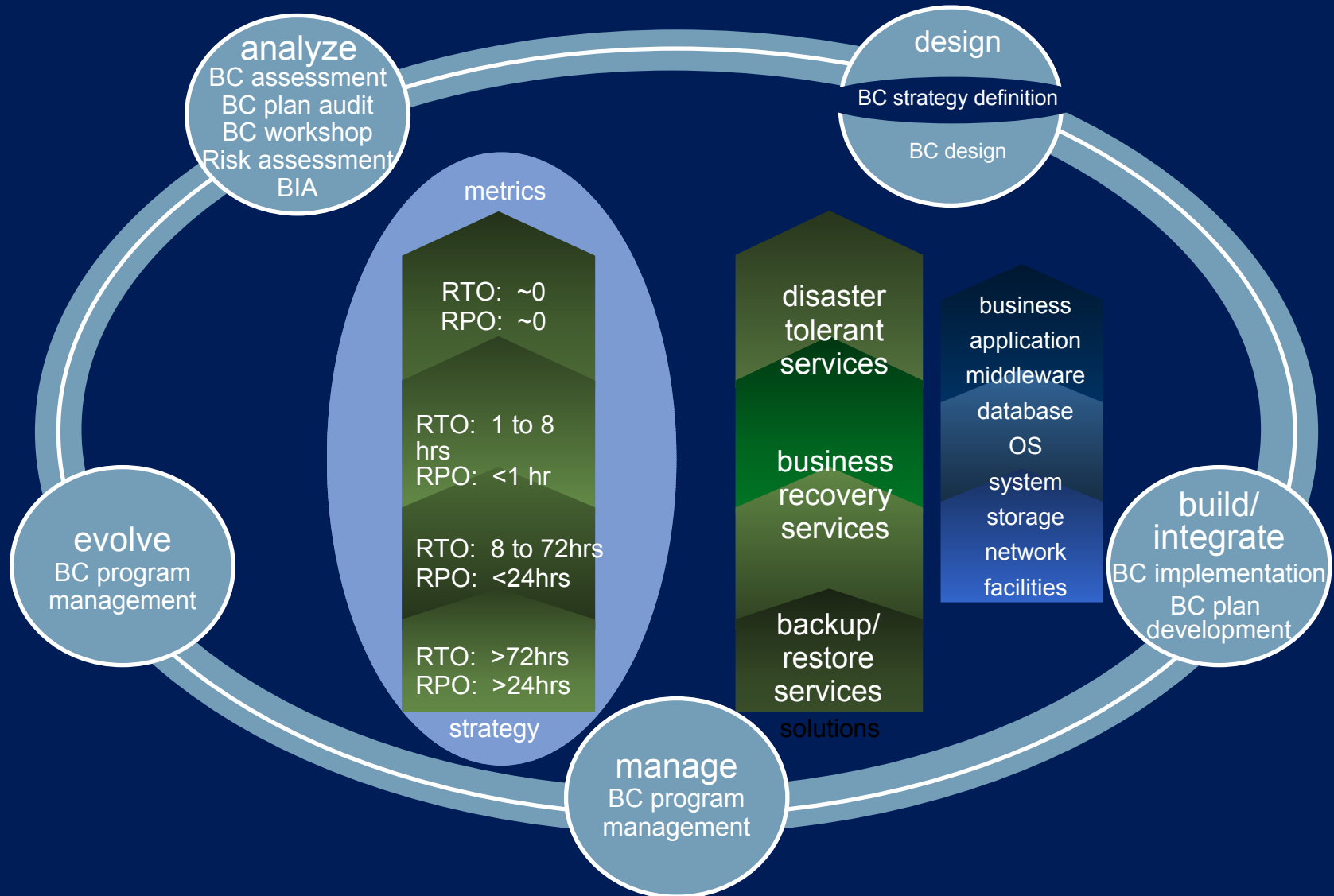
- Helps ensure a basic level of IT recovery at a minimal cost

Service areas

- Design and implementation of tape-based backup/recovery procedures, tools, and scripts
- Replacement of damaged IT infrastructure assets and reimbursement of associated recovery costs



Business Continuity Services





Peace of mind

Why HP?

- Collaborative, flexible and holistic approach
- Proven experience solving customer problems
- Industry-leading products, services and people to deliver the total solution
- Solutions that balance risk and budget
- Single partner provides a complete enterprise solution



HP Business Continuity Services

Size, stability and global presence



- HP recovery facilities
(includes hubs, satellites,
data and office facilities)

Total of 38 countries with an
HP Business Continuity Services presence

Safe, sound, secure

- Gives you stability and protection against unforeseen events
- Protects your company image, customer loyalty, and shareholder and partner relationships
- Centralizes your regulatory compliance needs
- Increases productivity and flexibility in your daily operations



www.hp.com/go/businesscontinuity

A person in a dark jacket and pants is walking up a wide, modern staircase. The stairs have a light-colored, possibly metallic or polished wood, surface with dark horizontal stripes. The railings are made of glass panels held by metal brackets. The scene is brightly lit, creating a clean and professional atmosphere.

**A track record of
proven success**

Aearo Company

Challenges

- Manage business risk and ensure business continuity for a global manufacturer following system consolidation and implementation of a centralized, enterprise-wide SAP environment

Solutions delivered

- Business Continuity strategy definition
- Business recovery core service at HP recovery center
- High Availability Observatory (HAO)
- HP Mission Critical Support

Results

- Piloted/validated disaster-recovery planning at HP recovery center
- Achieved targeted recovery time objective in first rehearsal at HP recovery center
- Increased system availability via HP HAO

“We tried one potential provider for three or four disaster recovery tests and were never able to get the system up to the level we wanted within the window we wanted. They just weren’t successful. This was due to hardware inconsistencies on their side, lack of knowledge of HP systems, and the interfaces. In contrast, we were successful in restoring our system the first time we tried a test with HP. The difference in success is striking.”



Jose Rivera
Operations Manager
Aearo Company

Columbus McKinnon

Safeguarding its business and meeting audit requirements

Challenges

- Continue provision of mission-critical services to the company in the event of disaster
- Need to meet IT audit requirement of a fully documented and fully tested disaster recovery plan

Solutions delivered

- HP business recovery ship-to-site services
- Annual rehearsal at one of HP's recovery centers

Results

- Cost efficient disaster recovery solution
- Optimized recovery plan in place as safeguard
- Meeting IT audit requirements

"I've been very pleased with HP. The HP disaster recovery experts are very proactive – contacting me on a regular basis to verify any changes in our configuration or discuss changes in our plans – I feel comfort knowing that, if a disaster should strike, we are prepared and ready to survive it."

Mark Paradowski
Technical Manager
Columbus McKinnon
Corporation



Mitsubishi and Sumitomo

Protecting and restoring their overseas ERP operations

Challenges

- After 9/11, both corporations re-evaluated their disaster recovery plans for global operations
- Wanted to have a recovery plan in case a disaster hit either their Japanese or US operations
- Wanted to ensure a standard recovery plan could include SAP start-up services that were critical to their business

Solutions delivered

- Included the SAP start-up services as part of the business recovery services
- Completely manage the client's US or Japanese IT operations in the event of disaster
- Worked closely to produce procedure manuals for the recovery and SAP operations
- Manage relationship with third-party vendor for tape backup storage

Results

- Able to conduct a rehearsal, as requested by the client, before any contract was signed
- Able to negotiate an agreement on behalf of the client with their tape storage management vendor, Iron Mountain
- Flexibility to develop a solution that best fit their needs
- “Turnkey” solution demonstrates trust and confidence in HP
- Excellent international relationship



Next steps

- Free business continuity readiness assessment



www.hp.com/go/bcsurvey

- What happens next?
 - Needs assessment
 - Statement of work
 - Set of choices
- The results
 - Scalable and flexible – adaptive
 - Balanced solution
 - Tried and proven and proven again
 - Closed-loop risk mitigation





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