



# 66 Business Continuity

Serviceteam IT offers comprehensive backup, recovery, and business continuity solutions which provide total data protection and business continuity that are built for businesses of every size, regardless of infrastructure.

Find out how you can benefit.

**serviceteam**it



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# What is Business Continuity?

Data protection solutions are essential for businesses of all sizes to implement, regardless of size, industry and geographic location. However legacy backup solutions often leave your organisation vulnerable when disaster strikes. That's why it's important to look at business continuity as all-inclusive set of processes, rather than just simply backing up

## Think of BC as a process

Business Continuity is about building and improving resilience and recovery in your business; it's about identifying your key products and services and the most urgent activities that underpin them and then, once that 'analysis' is complete, it is about devising plans and strategies that will enable you to continue your business operations and enable you to recover quickly and effectively from any type of disruption whatever its size or cause.

## What's at stake?

Downtime is real and it's costly. How costly exactly? Depending on the size of the organisation, the cost per hour of downtime is anywhere from £6,000-£600,000. Meanwhile, natural disasters account for just 10 percent of downtime. As it turns out, businesses should be more wary of their own employees and less of natural disasters. If you've been putting off data protection because your organisation is located far from any inclement weather, be warned: the bigger threat to your data is inside of your company, not the great outdoors.

## Backup vs BC

Data backup answers the questions: is my data safe? Can I get it back in case of a failure?

Business continuity, on the other hand, involves thinking about the

business at a higher-level and asks: how quickly can I get my business operating again in case of system failure?

## Where to start?

Thinking about data backup is a good first step. Business continuity is equally important to consider as it ensures your organisation is able to get back up and running in a timely matter if disaster strikes. For example, if your server dies, you wouldn't be able to quickly get back to work if you only had file-level backup. Your server would need to be replaced, software and data re-installed, and the whole system would need to be configured with your settings and preferences. This process could take days. Can your business afford to lose that time?



# How does it work?

Serviceteam IT has partnered with Datto to offer complete BC and data protection solutions for everything from large solutions to small, and comes complete with Instant Virtualisation technology that enables whole infrastructures to be spun up in a matter of seconds, either on a local device or in the Datto Cloud.



## Simple

Datto's purpose-built BCDR appliances provide high performance local backup, a local business continuity host, and a gateway to the Datto Cloud and DaaS from Datto.



## Continuous

Always up and running. If one of your servers or desktops crashes, a virtual machine of that computer can be created on the local backup device almost instantly. And in the unlikely event that the local backup device dies too, virtual machines can also be run from our data center.



## Secure

To keep your data away from prying eyes, all backups are secured with AES-256 and SSL key-based encryption to meet even the most stringent of industry regulations. In addition, all off-site backups are stored in our privately owned data center equipped with multiple layers of security.



## Cloud

We, too, have the same questions you do when it comes to the cloud. At Serviceteam IT, our philosophy is to offer the best online backup service possible, while answering the common questions associated with the cloud, like where is my data being stored and who is handling it?

# 10 Reasons to consider adopting business continuity

**01**

## **Reliability**

Traditional backup systems requiring tapes are thought to have a failure rate exceeding 50%.

With Intelligent Business Continuity utilising Hybrid Cloud, there is minimal risk of corrupted backups or data loss.

**02**

## **Cost**

The cost of downtime can run up to hundreds of thousands of pounds per hour. The ability to keep your business running in the event of disaster has immeasurable value.

**03**

## **Recovery Time**

With legacy backup technologies like tape, downtime is prolonged since a full recovery can take days or weeks.

With Intelligent Business Continuity, downtime after a disaster is reduced to hours, minutes or even seconds.

**04**

## **Security**

Off-site backups are stored in ISO 27001 Certified, Data centres. Protecting you from potential theft or loss of data.

05

### Human Error

58% of downtime is thought to result from human error. With traditional backup methods, there is a high risk of backup and recovery failure from human error since frequent manual intervention is required.

06

### Verification

With Intelligent Business Continuity, automated screenshots are taken of each image based backup, then emailed to the user, to verify a successful backup has been made.

07

### Hybrid Cloud

Data and backups are at risk when based in only one location, either local OR in the cloud. Data and backups stored in both local device AND secure cloud will mitigate downtime, as businesses can run off the local device or the cloud.

08

### Backup Speed

Legacy systems like tape have slow write speeds. Slow backups mean fewer backups per day and an inferior recovery point objective..Modern backup hardware gives you high performance networking, and reliable high-speed hard disk and solid-state drives. Faster backups means you have more intermediate points to recover from.

09

### Compliance

Converting backups to bootable virtual machines can be time-consuming and error prone, meaning longer recovery times which may not adhere to industry regulations. AES 256 and SSL key based encryption ensures data is safe and meets data protection regulations.

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### Redundancy

61% of SMEs still ship tapes to an off-site location. This can be time consuming and expensive to make copies of, or store, backups in multiple locations. With an Intelligent Business Continuity System, each image-based backup is automatically saved as a VMDK



# What do we specialise in?



## CONNECTIVITY

The team have vast experience in finding the right connectivity solution that works for your organisation, including **Fibre Ethernet**, **Amazon** or **Azure Direct Connect**, and **Smart Networks** to simplify network management.



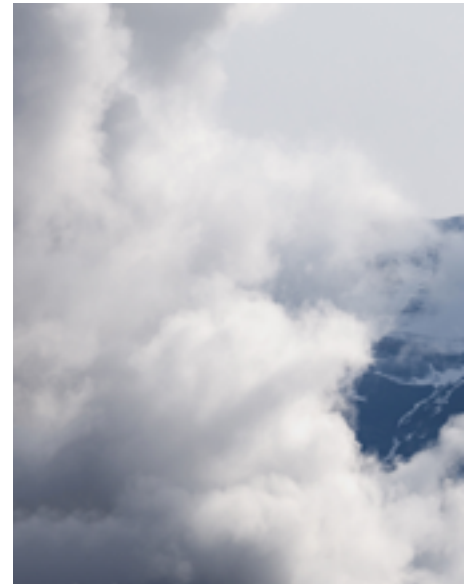
## COMMUNICATION

Innovative ways to improve communications using the Internet and cloud are increasingly widespread. Serviceteam IT can improve voice, data, email, and document management with **IP Telephony**, **Exchange** & **Sharepoint**.



## CONTINUITY

In the face of growing external threats, ensuring your business can continue operations is essential. Serviceteam IT can identify vulnerabilities and implement solutions that maintain **compliance**, **security**, and **continuity**.



## CLOUD

Enhance productivity, communication, and scalability. Harnessing platforms such as **Amazon Web Services**, **Office 365**, and **Azure** for compute, storage & content, database, networking, analytics, management & reporting.

# What can we do for you?

Serviceteam IT draws upon over 20 years of experience to design and deliver bespoke connectivity, network, and telecoms solutions for your organisation.

Serviceteam IT design and deliver sophisticated connectivity, network, and telecoms solutions. We get to know our clients inside out so we can design custom solutions with a single point of contact for delivery and management.

The objective is to simplify your business environment into an intuitive user friendly one where owners and senior managers have an understanding of their IT ecosystem and are comfortable that it is supporting the business.

It is our ambition to remove the mystery that surrounds IT and Communications so you have a clear understanding of what you are purchasing, why you are purchasing it and what benefits it will bring you.

This allows us to make the right recommendations to our customers to ensure that their IT and Communications is supporting their business strategy. Our services and solutions methodology exists to enable your IT and com-

munications consumption to find the best fit for your organisational needs, supporting your objectives, delivering value, and focusing on results.

If you would like additional information or would like to speak to someone about how you can benefit from IP Telephony, there are a number of ways to contact us:

☎ 0121 468 0101

✉ [info@serviceteamit.co.uk](mailto:info@serviceteamit.co.uk)



## UNLIMITED

Unlimited SIP trunks, with the option to upgrade bandwidth to support more



## RELIABILITY

Up to 99.999% uptime as guaranteed by Service Level Agreement



## EXTENSIBILITY

Our infrastructure can easily grow, adapt, and scale with your business



## CONTINUITY

Network designed with appropriate contingency options to ensure uptime



## SUPPORT

24/7 support from our dedicated fault management team



## RESILIENCE

A resilient connect to minimise downtime, delay, packet loss, & jitter



## MAINTENANCE

Hardware maintenance included within standard service



## COST SAVINGS

Do away with expensive hardware, switching, and set-up costs



## COMPLIANCE

Full IPv4 and IPv6 compliance means you can continue to communicate.



# serviceteamit

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