



Enhanced IBM FileNet P8 Disaster Recovery Solution

Overview

No one can foresee exactly when and where a disaster will strike. What can be predicted with certainty, however, is the devastating effect of an interruption to an organization's ability to conduct business. Studies reveal that only two percent of organizations that suffer a catastrophic data loss are able to survive after one year.

The ability to resume normal operations and productivity rapidly is critical — especially for e-commerce applications and industries based on fiduciary trust such as banking and insurance. Typically, a disaster leaves an organization's computer systems intact but unable to function due to disruptions to power, telecommunications or some other infrastructure. Reliance on back-up data is not enough to restore your business. You need a disaster recovery solution that gets you back in normal operations quickly and efficiently.

Getting your systems up and running quickly after a disaster is critical. One of the most time intensive steps is data restoration. This process is highly dependent on your choice of storage media.

Magnetic tape or redundant storage is currently the only options to back up your IBM FileNet P8 data. However, neither allows for a timely and cost effective recovery capability.

Magnetic tape requires data to be transferred to disk before the recovery system can access it. This process could take several days.

Redundant storage is much faster but is very expensive due to hardware and network requirements.

Enhanced IBM FileNet P8 Hot Site Recovery Solution

For IBM FileNet P8 customers with a Recovery Time Objective (RTO) of approximately one day, IBM offers an Enhanced Hot Site Recovery solution that is significantly faster than magnetic tape and more cost effective than redundant storage.

This solution utilizes Plasmon's UDO Archive Appliance™ and IBM's Hot Site Availability Service.

The UDO Archive Appliance combines both magnetic and optical

storage technologies. As you use your IBM FileNet P8 system, data is written to the magnetic disks which provide quick access to data during every day use. The UDO Archive Appliance then copies data to optical disks. As part of a backup plan, these optical disks are then shipped to a safe offsite location.

When a disaster occurs, the optical disks are transferred to your IBM Hot Site location along with a backup copy of the IBM FileNet P8 databases for restoration of your recovery system.

Utilizing optical disks at the Hot Site facility, IBM is able to quickly get your systems back online.

ECM Lab Services is with you every step of the way to:

- Provide pre- and post-testing support
- Provide guidance in the test plan development effort
- Perform all system recovery functions during all test and actual recovery events
- Act as your System Administration and Operations staff during the recovery
- Handle all IBM FileNet activities related to the transition effort back to your home site after your own facility is once again able to support your daily production work



Tangible Benefits

IBM's Enhanced Disaster Recovery Solution offers you peace of mind and allows you to focus on the more critical demands of the situation at hand. During the challenging times of a disaster, our services provide:

- Assurance of business continuity with end-to-end recovery of your total IBM FileNet environment following a declared disaster
- Complete turnkey technical support service that allows you to focus on the business issues of your recovery
- The ability to rapidly resume operations and productivity after a disaster with minimal impact on business functionality

Experience has shown that even the best intentioned, most detailed of recovery plans often fail when first implemented. ECM Lab Services provides expert support and guidance in plan development as well as detailed testing to assure a successful recovery in the event of a crisis.

Contact

To learn how IBM ECM Lab Services can help meet your business needs, please contact your local ECM Lab Services representative.

<http://www.ibm.com/software/data/services/contacts.html>

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