

# HP Business Continuity Solutions



“The significant factor in HP Business Continuity and Availability Services is the focus on the customer—a consulting style that has long differentiated its IT services outside the business continuity arena.”

Gartner, “Hewlett-Packard Business Continuity and Availability Services,”  
January 2004

## Providing stability and flexibility for an adaptive enterprise

Your business depends on information technology more than ever before. In this IT-driven environment, availability of key application services and information is critical to maintain your business processes, and the consequences of any outage are far-reaching. A service interruption can mean lost customers, decreased revenue, and production downtime. Businesses need their key business processes—and the IT infrastructure that enables them—to be adaptive, reliable, and resilient.

### Why HP?

- HP has a long legacy of meeting business requirements for the continuity and availability of critical business processes and the IT environments and applications that support them.
- We have applied proven methodologies and best practices in order to develop our own adaptive enterprise.
- HP provides full solutions based on our services, technologies, and partners with a single point of responsibility.

When the mission is as critical as keeping your business in business, HP is the company to have by your side. Our unique blend of experience, world-class engineering, open systems commitment, and holistic solutions approach helps your systems stay up and running, and recover quickly should disaster ever occur.

- We have over 25 years experience providing scalable technologies for high availability, data replication, disaster recovery, and continuity.
- Our adaptive infrastructure reduces IT complexity.
- We are an experienced provider of continuity, having successfully handled over 5,000 recoveries.
- Our expert consulting services combine proven methodologies and industry best practices with 65,000 HP Services personnel located throughout the world.

### Business continuity benefits

With HP business continuity solutions, you can:

- Increase flexibility in daily operations for handling both planned and unplanned downtime
- Minimize financial and operational exposures through diligent planning and practice
- Meet recovery time and point objectives as well as Service Level Agreements (SLAs), audit requirements, and other pertinent regulation





## Case study: Citrix discovers the advantages of HP Business Continuity

Over 120,000 organizations worldwide rely on technology from Citrix Systems, Inc., the global leader in access infrastructure for the on-demand enterprise. Recently Citrix managers recognized a need to improve the effectiveness of their recovery center—while also reducing network and facility costs.

Positive experience with HP in the past prompted Citrix to expand the partnership in search of an effective business continuity solution. HP Business Continuity Consulting Services developed a comprehensive plan for the project's implementation and ongoing management, featuring a customized disaster-tolerant solution and high-availability services on the Citrix SAN and servers.

Because of the client's time constraints, HP developed and implemented the solution within six months. As a result, Citrix achieved the cost reduction and improved effectiveness it needed in its recovery strategy—as well as the potential to expand its business continuity solutions according to its changing needs.

## Comprehensive Business Continuity Solutions from HP

No business can afford the impact that a site outage, disaster, or major business interruption will have on critical business processes. To help customers effectively address these concerns, HP brings its vast experience and capabilities to solutions that protect against outages and provide contingency plans to quickly recover should outages occur.

## Business Continuity consulting

HP Services business continuity consultants work hand-in-hand with your business and technical people to plan, develop, and deploy end-to-end solutions for protecting your critical business processes through leadership services and technologies. We follow a proven methodology to first gain an understanding of your current situation, identify where you want to go, and delineate the steps to take you there. We then custom-tailor a continuity program with a consistent focus on your business concerns and objectives. We help you implement an infrastructure tuned to your unique continuity needs. And when all is ready, we help you rehearse your continuity and recovery strategies with simulated disaster scenarios, and help you maintain a high level of preparedness with periodic program reviews.

HP consulting services are based on extensive experience in designing and implementing high availability, data replication, and business continuity infrastructures to meet recovery time and point objectives across a broad range of industries. Our methodologies incorporate industry best practices and have been performance-tested in successful implementations worldwide. We offer industry-leading tools and knowledge bases for projecting the impact of downtime and defining the appropriate levels of redundancy and protection for your business.

## Disaster-tolerant solutions

If your critical business process demands no data loss and little or no downtime—under any circumstances—then you need a disaster-tolerant solution, integrating data replication and possibly cluster management between two or more geographically separated data centers.

For these environments, HP can also provide you with a full range of business continuity consulting services to assess your current environment vis-à-vis industry best practices, to align recovery objectives to business process value, or to develop a full business continuity plan.

Through our extensive portfolio, HP can design, implement, and manage a disaster-tolerant solution that can help protect your business and meet your critical needs.

### High availability technology

HP high availability (HA) solutions meet the dynamic needs of today's environment, delivering continuous, reliable, and secure operations for your mission-critical business. Our HA technologies range from backup, restore, and failover to a hot standby server all the way up to fully fault-tolerant systems and high-speed failover to disaster-tolerant sites. Whatever your preferred technology—Microsoft® Windows®, Linux, HP-UX 11i, Tru64 UNIX®, OpenVMS, or NonStop—HP has a leading HA solution to lower the risk for your business. HP provides you with flexibility, choice, and the appropriate availability for the specific needs of your business, while delivering the best return on investment in the industry—bringing you one step closer to an adaptive enterprise.

### Storage technologies

Because your customers demand more availability of your IT environment—regardless of external or internal events—HP offers a range of solutions to protect your valuable information and make your operations resilient. Disaster-tolerant solutions include local and remote replication to keep your corporate information accessible, and high availability solutions to keep your most demanding applications in business through adverse events.

### Disaster-tolerant design and implementation services

Building on the adaptive storage infrastructure, HP Services consultants can design, implement, and integrate all the other components of a solution that delivers the highest level of business continuity attainable within your budget parameters.

### Disaster-tolerant management services

This integrated services package is delivered by seasoned consultants from HP's Disaster-Tolerant Solution Center and is laboratory-tested to facilitate deployment and integration with existing management environments. It addresses your entire disaster-tolerant infrastructure to speed recovery times while reducing operational complexity.

## Business recovery solutions

Business recovery solutions help ensure rapid recovery of IT operations and associated business processes at a cost in line with the value of the business process. Coverage includes both IT-based business processes (like ERP environments, financial systems, e-mail, and personnel systems) and office-based business processes (like call centers, order entry, and trading floors).

These solutions take advantage of HP's global recovery centers, ship-to-site services, electronic vaulting services, and backup technologies.

### HP OpenView storage management

Designed to give our customers the agility they need to recover from any potential disruption, HP OpenView storage management products reduce costs by automating routine tasks to maximize the effectiveness of your data protection staff. They offer enterprise stability in a business environment that is often volatile and unpredictable.

### Business Recovery Services for the data center

For data-center-based business processes requiring recovery in 8 to 72 hours, HP offers leadership business recovery services spanning today's most popular distributed IT platforms. This includes HP, Sun, and IBM, as well as systems originating from Digital, Compaq, and Tandem.

HP Business Recovery Services may be delivered from one of the more than 50 HP recovery facilities worldwide. Or, if you desire, we can ship fully equipped servers and storage systems to your alternate data center or provide you with a mobile recovery trailer. All of our Business Recovery Services include expert-led disaster rehearsals. We take pride in the quality of our rehearsals and view them as consultative learning experiences for our clients. Unlike some vendors who require rehearsals to be booked a year in advance (and provide little flexibility if your plans change), we can offer rehearsals with only a three-month scheduling lead time.

To help ensure your successful recovery, HP has some of the industry's strictest limitations on shared recovery equipment subscriptions. We limit subscriptions to each piece of equipment to 25 (or less in some cases). We also focus on geographically separating our subscribers. These measures help you enjoy a far higher level of assurance of successful recovery than you'll get with any other vendor. Additional HP value-enhancing features include flexible contracting terms, ready access to your recovery equipment for migration and update testing, proven protection for large-scale and multiple-disaster scenarios, and industry-leading expertise in recovering complex distributed data center environments.

### **Business Recovery Services for the office**

From call center to order entry to trading floor, office-based activities are becoming increasingly critical determinants of your competitive success. And prompt resumption of these people-intensive business processes after disaster strikes is becoming increasingly important.

- HP Office Recovery Centers located around the world can help you streamline resumption of normal office-related business processes following a disaster. These facilities include up to 1,000 desks equipped with PCs, phones, and a server room.
- HP Mobile Office lets you recover promptly from disaster with a solution that involves minimal disruption. You simply redeploy your office-based people at a fully equipped mobile unit shipped by HP to a location of your choice.

## **Backup and recovery solutions**

Backup and recovery solutions represent the most basic level of protection that is needed for all of your business processes. These solutions have two elements: data protection and asset protection. HP has robust backup technology and tools to protect your server and client-based business data. This can be tied with design, implementation, and management services to establish and maintain the processes around your backup environment.

HP also provides asset protection services to extend your basic maintenance contract at a minor uplift so as to include the repair or replacement of IT equipment that is damaged by an accident or disaster.

### **Client management recovery solution**

HP provides free data and system file protection for its business desktops, notebooks, and workstations with Local Recovery for HP Business PCs from Altiris. With Local Recovery, you can quickly recover and get back to work when information is accidentally deleted or your operating system is corrupted.

### **OpenView Storage Data Protector**

The HP OpenView Storage Data Protector software integrates a variety of techniques to eliminate backup and recovery windows, with capabilities ranging from online backup and backup of open files to zero-downtime, zero-impact backup. Data Protector provides industry-leading instant recovery as well as several disaster recovery alternatives to eliminate unplanned downtime, allowing recovery of entire data centers in minutes.

### **Tape backup and recovery services**

Tape-based data backup may seem like a routine activity, but when your irreplaceable enterprise data is on the line, the stakes can be extremely high. HP can provide you with proven tape-based backup and recovery strategies and procedures, testing services, frequency determination, retention policies, backup management design, and implementation assistance for Omniback II or Veritas NetBackup.

### **Recover-All asset protection service**

HP Recover-All service helps you protect your corporate assets if disaster strikes your IT operations. Recover-All extends your warranty or maintenance support contract to provide priority repair or replacement of HP equipment damaged in a disaster.

### **Accidental Damage Protection**

Accidental Damage Protection provides repair or replacement of your HP mobile equipment damaged in an accident or disaster. Available for HP laptops, iPAQ Pocket PCs, and tablet PCs, this service gets your "road warriors" and other mobile users back up and running.

## **The time is now**

Your organization can't afford to do business without a solid continuity plan. Let us show you how HP Business Continuity Solutions can help your business keep running—no matter what happens. To find out more, visit [www.hp.com/go/businesscontinuity](http://www.hp.com/go/businesscontinuity) or contact your HP representative today.