

Trivalent Group Disaster Recovery Summary

Trivalent Group leverages industry standards with regard to Disaster Recovery, Data Protection and Business Continuity. Our hosted clients take comfort in knowing that their mission critical systems are supported by our 24x7 monitoring and management services and staff. The following is brief overview of the facility capabilities of our state of the art data center.

Power conditioning:

Power conditioning is provided in the Data Centers by both battery backup and diesel powered generators.

Environmental/Security:

Environmentally controlled atmosphere – reduces wear on systems and ensures maximum performance.

A resilient operational environment – provides physical protection through structural design of the data center: raised flooring, non-water/chemical based fire suppression, low profile building, battery backup and generator power conditioning and others.

Physical security systems and authorized access controls are in place.

High Availability and Recovery:

Availability is provided at various levels. Hardware redundancy, clustering, and software/hardware load balancing are the first levels of availability. In addition, High Availability SAN connectivity is leveraged for systems with high performance requirements and mission critical data stores. Systems are provisioned so that they can be recovered according to individual customer Service Level Objectives.

Cold/Warm spares can be provided based upon the criticality of hosted systems and the acceptable SLOs agreed upon by the client and Trivalent.

Additional availability can be supplied as needed up to and including hot site replication – additional charges may apply.

Redundant separate connections provide bandwidth redundancy into the Data Center.

Circuits and systems are monitored 24X7x365 by our Networks Operations Center.

Diverse telecom routing - redundant separate connections provide bandwidth redundancy into the Data Center. If one link is severed, the redundant link stands in. Diversity ensures that data circuits come into the building from separate vendors and direction to eliminate risk.

All data is protected by industry recognized state of the art data protection and recovery solutions. Bare metal recovery and quick recovery is available on all systems in the data center environment. (*additional charges may apply*). Daily tape management is provided on a Grandfather-Father-Son rotation unless otherwise specified. Tapes are sent offsite to a storage and management facility for additional protection.

Ease of interconnection – bandwidth is readily available through the data center and our ISP services.

Monitoring and preventative maintenance – we monitor the environment to ensure that the hosted systems are in good health and perform preventative maintenance to head off issues before they affect our customers.

Operational 24/7 – our systems are working even when you are not.

