

# OpenText Cloud Disaster Recovery

Keeping your business up and running – guaranteed

## Benefits

- Fully managed disaster recovery provides the resources and expertise your business requires
- Eliminate the expense of establishing and managing your own secondary DR site
- Flexible, guaranteed 1, 24, or 48-hour recovery SLAs
- Customized Recovery
- Data Protection Plans for reference, testing and audit readiness for compliance
- White glove professional services during implementation, management and recovery
- Annually scheduled DR testing and certified health-checks to ensure server protection is online and healthy
- Recover and run your business-critical applications in our cloud for as long as you need

Successful disaster recovery requires available staff and expertise to plan, test and document to ensure your business experiences minimal downtime. If not, the business risks extended downtime, lost customers, and lost revenue.

OpenText™ Cloud Disaster Recovery ensures the continuity of IT operations and rapid recovery of your mission-critical systems in the cloud no matter what kind of outage you are facing - even a complete site outage. For businesses that require the assurance of service level agreements (SLAs), we offer industry-leading, managed resiliency services that guarantee access to your mission-critical systems running in the OpenText™ Cloud. With the flexibility of 1, 24, or 48-hour options for recovery time, you can satisfy business uptime SLAs – depending on your availability objectives.

## Achieve peace of mind during a disaster

### Fully managed resiliency and recovery services

OpenText Cloud Disaster Recovery provides a dedicated, remote team of continuity and disaster recovery (DR) specialists that combine advanced technology with proven best practices and early-warning tracking systems to ensure the availability of your mission-critical systems in the cloud. Our specialists help develop, test, and document a custom continuity and DR plan and keep it updated for you. They execute the failover or recovery of your IT operations in the cloud when requested. Our specialists are available 24x7x365 to guide you through the entire process of maintaining systems availability and recovery -- from set-up to testing through execution and recovery.

## The resources you need, when disaster strikes

Experience team of DR and continuity specialists

- Continuity and DR planning, testing and documentation; updated annually
- Fully staffed resources available 24X7X365
- Experts to fully manage the failover and recovery process in the event of an outage, natural disaster, or cyber-attack

### Keeping your business up and running with guaranteed SLAs

- Flexible options of 1, 24, or 48-hours for recovery time
- Systems recovered in the Carbonite secure, compliant cloud
- Extensive platform support for Microsoft Windows, Linux, IBM iSeries, and VMware ESXi Remote, secure access to DR site and your recovered systems
- Supports site-to-site and SSL VPN connections
- OpenText provided external IP addresses for any existing services like Webmail, RDP, Citrix, etc.
- Easily access and manage your systems in the OpenText Cloud after a disaster

## Ensuring your data is safe and available

### How it works

OpenText Cloud Disaster Recovery service backs up data from physical and virtual servers to the backup server only once. After the full seed backup completes, only incremental backups are required thereafter. OpenText replicates data to the cloud as soon as backup jobs complete.

- Client selects servers to protect and desired recovery time objective (RTO)
- OpenText™ Installation Engineer works with client to configure backup or replicate to the OpenText Cloud
- OpenText executes DR test and provides customer with documented test results, DR execution plan, and emergency contact information
- In the event of a disaster, client 'declares' the disaster by calling the DR hotline
- OpenText's Cloud Disaster Recovery CDR team will recover your systems, either physical or virtual into our secure and compliant cloud environment.
- Client employees access the recovered applications from anywhere through a secure VPN connection or IPSec Tunnel

### Scenario 1: Normal Backup & Recovery



### Scenario 2: Disaster Recovery



# Comprehensive packages allow for mix & match SLAs

OpenText Cloud Disaster Recovery provides comprehensive packages with everything you need to recovery your mission-critical systems.

Comprehensive packages	<ul style="list-style-type: none"><li>• Hosted Active Directory VM</li><li>• Protect Server</li><li>• Storage</li><li>• External IP Address</li><li>• VPN connection/tunnel</li><li>• DR test</li></ul>	<ul style="list-style-type: none"><li>• Protect Server</li><li>• Storage</li><li>• External IP Address</li><li>• VPN connection/tunnel</li><li>• DR test</li><li>• Carbonite System Restore</li></ul>
Available customizations	<ul style="list-style-type: none"><li>• Add servers</li><li>• Add VPN connections</li><li>• Add external IP addresses</li><li>• Add DR test time</li></ul>	
Supported platforms	<ul style="list-style-type: none"><li>• Microsoft Windows Server</li><li>• Linux</li></ul>	<ul style="list-style-type: none"><li>• Microsoft Windows Server</li><li>• Linux</li><li>• IBM iSeries</li><li>• VMware ESXi and vCenter Server</li></ul>

## OpenText Guaranteed Service Level Agreements

OpenText will keep your business up and running with guaranteed SLAs. During initial DR Test, if OpenText fails to meet SLA, we will troubleshoot and retest and if unable to meet SLA after retest, client may terminate by providing written notice within 15 days. After DR declaration, if OpenText fails to meet SLA, then client is eligible for 3 months service credits and may terminate by providing written notice within 15 days. No SLA on self-declarations of a disaster. SLA is only valid when failing over to OpenText. Refer to [OpenText Cloud Disaster Services terms and conditions](#) for additional information.

## OpenText Cybersecurity brings together best-in-class solutions

OpenText Cloud Disaster Recovery is part of your cybersecurity. Being cyber resilient means being able to withstand and quickly recover from cyberattacks and accidental data loss. OpenText Cybersecurity provides you a full range of cyber resilience solutions to keep your data secure and protected, so you can play and work online without worry. Our security and backup solutions make cybersecurity simple.

Learn more about [OpenText Disaster Recovery](#).

OpenText Cybersecurity provides comprehensive security solutions for companies and partners of all sizes. From prevention, detection and response to recovery, investigation and compliance, our unified end-to-end platform helps customers build cyber resilience via a holistic security portfolio. Powered by actionable insights from our real-time and contextual threat intelligence, OpenText Cybersecurity customers benefit from high efficacy products, a compliant experience and simplified security to help manage business risk. DS\_062123