



## Disaster Recovery: Are You Prepared?

When outages occur, IT must recover quickly to minimize disruption to business services. Yet, most organizations still rely on static Disaster Recovery (DR) plans, often stored as Word documents.

In today's highly dynamic environment where dozens or even hundreds of changes are made every day, those DR plans can become obsolete quickly, making teams unable to keep pace.

While full site failover keeps your business running, the ability to failback is critical. And IT still needs to identify and rectify the root cause of any outage to mitigate the likelihood of it happening again. All elements hinge on the dependability of your technology to deliver vital information right when you need it.

- How can you build a plan to recover critical business apps in an environment of constant change?
- Do you know what your capabilities are for recovery - can you meet expected RTO and SLA agreements?
- How can you be sure that everyone needed for a recovery event knows what to do -- and when?
- How can you build a resilient IT environment to mitigate the likelihood of disruption?

### Keys to Successful DR and App Recovery

- ✓ Use a centralized platform and an app-centric approach to discover and validate application dependencies
- ✓ Maintain and incorporate critical business, security, and compliance requirements with app data
- ✓ Create and update recovery plans based on a business-aligned tiered strategy for apps
- ✓ Automate the orchestration of workflows to rapidly restore service atscale
- ✓ See the blast radius of the impact on dependent apps, and dynamically generate a runbook to restore service to all the assets associated.

## The IT Platform That Experts Use to Manage Transformation

TDS built TransitionManager™ software to plan, manage, and accelerate the most complex migrations, recovery and failover events. It solves the biggest challenges IT teams face when trying to understand how apps work across their environment and build recovery plans.

| Your Challenges   | How TransitionManager Makes It Easy  |
|---|--|
| ✗ Data distributed across many systems  | ✓ Automates data ingestion from multiple sources, aggregates and normalizes for good decision making |
| ✗ App dependencies hard to find in spreadsheets                                 | ✓ See how apps work with visual, interactive map of apps and dependencies across hybrid IT           |
| ✗ Business teams and IT don't share critical info                               | ✓ Unlimited user access enable collaboration across silos  |
| ✗ Recovery groups must consider all business, security, compliance Requirements | ✓ Visually creates recovery groups that consider RTO, SLA and other recovery demands                 |
| ✗ Executing recovery tasks in the wrong order can bring more systems down       | ✓ Dynamically generates runbooks to sequence human and automated tasks for recovery                  |
| ✗ Configuring workflow automation tools is complex, slows time to recover       | ✓ Integrates with workload automation tools to execute recovery at scale                             |

## Build Recovery Plans That Work for the Business

Whether your organization needs plans for certain business-critical apps, multiple criticality tiers, or full site failover, you need to create plans that consider both business and IT requirements. It enables you to use any DR failover process or method and integrates with automated recovery and migration tools such as Carbonite, Veeam, Zerto, and CloudEndure to restore service at scale.

## Project Acceleration Services

TDS offers TransitionManager software and migration and recovery expertise for a pilot project or a full turn-key disaster recovery strategy design, planning, and execution. We can also train your team to create and maintain accurate recovery plans. TDS employs experienced, enterprise level engineers, consultants and AWS and VMware certified architects.

### Rapid App Mapping for DR/App Recovery

TDS experts will import, aggregate and normalize data from all critical business systems, then validate the information and augment it with RTOs, SLAs, and other compliance, security and business facts. An application assessment is done to align apps with business criticality and risk levels. Apps and supporting infrastructure are evaluated for their ability to support current business and IT requirements so you can identify its exposure, and make smart, time sensitive DR plans.

### Full DR/App Recovery Project

The TDS team will provide a full application assessment, validate data with your app and business team experts, and build runbook templates for failover at alternate hosting sites. We'll also create, test, and deliver a full Tier 1 recovery pilot project and then create a comprehensive plan so you can recover from any disruption, whether it's a single app, group of apps, or full site outage.

### Custom DR/App Recovery Services

We can build a solution to meet your specific business requirements. We'll help you understand your environment and build a recovery budget and schedule that aligns with your business objectives.

### Software Adoption Services

For organizations ready to license TransitionManager software, our Customer Success team will help ensure positive outcomes. TDS's approach addresses the challenges most companies face at the start of new IT projects and maps a plan of engagement to meet your individual company goals.

## Customer Success Story

Happy State Bank, a regional bank in Texas, was under pressure to be more agile and adopt new technology to improve operational efficiency.

As a financial organization, disaster recovery plans are a regulatory requirement. They embarked on a project to close one of two current data centers, moving key assets to a new, state-of-the-art site, and then creating and testing a failover plan between the new site and remaining data center. Prior to this project, failover events were done in bubble tests to ensure production systems were not brought down.

| Customer Challenges  | TDS Services Provided  |
|--|--|
| <ul style="list-style-type: none"> <li>Identify assets to consolidate and move to modern infrastructure, and failover to new site once all assets are moved</li> <li>Integrate with the on-site core banking system software, FIS, the industry standard for banking, payments, and wealth management</li> <li>Establish, test, and provide proof of recovery and failover capabilities between the new site and second data center</li> </ul> | <ul style="list-style-type: none"> <li>Tabletop events for Tier 1, 2, and 3 failover groups</li> <li>DR/Failover test event orchestration</li> <li>Comprehensive data center migration discovery, analysis, planning and execution services and integration with on-prem banking system</li> </ul> |

| Outcomes   |
|--|
| <ul style="list-style-type: none"> <li>Successfully failed over to new site with the infrastructure needed to support applications and integration with on-prem FIS</li> <li>Reduced number of resources and time to complete failovers from first to second events and provided audit proof of recovery</li> <li>Ongoing, periodic failover tests continue without unplanned outages</li> </ul> |

## Key Results:

- ✓ *Reduction in man-hour time from 3,000 to 600 for failover events*
- ✓ *Ongoing use of TransitionManager to maintain current state view*
- ✓ *Reduced RTO commitment from 16 hours to 5 hours*

## Why TDS?

### Experienced and Scalable.

TDS is your partner for every aspect of your journey: Advisory, migration, modernization, transformation, and management services covering applications, infrastructure and operations. With 20 years of experience, TDS understands the complex dependencies and constraints of your legacy environment as well as the possibilities of moving your environment to a new data center or the cloud.

### Powerful Software and Expert Services.

TDS has migrated more than 250,000 applications and 1 million workloads for more than 400 highly satisfied clients across industries. And our TransitionManager software has been recognized by industry analysts, press and leading technology companies.

- **Adoption and Acceleration.** Benefit from TDS's proven methodology and library of best practices for application migration, modernization and transformation built into our services and software to accelerate discovery, assessment and speed delivery.
- **Partner Ecosystem.** We minimize time, cost, and risk with our global, industry-specific expertise, robust capabilities and partnerships with industry-leading partners including AWS, VMware, IBM, and Unisys.

CONTACT US

TDS has been helping organizations plan for and manage complex change for over 18 years and we built the only software platform that is specifically designed to accelerate, simplify, and orchestrate any IT transformation process – and eliminate risk in execution. Contact us today to discuss how we can help your organization prepare and recover quickly from whatever comes next.

Transitional Data Services • 1700 West Park Drive • Suite 350 Westborough, MA 01581  
Telephone: 508.625.3030 • Toll Free: 877.973.3377 • Fax: 508.861.0741 www.tdsi.com • email: info@tdsi.com