

Disaster Recovery

Eze Disaster Recovery Services (Eze DR)

In the high-stakes world of financial services, downtime is not an option. That is why forward-thinking companies select Eze Castle Integration's Eze Disaster Recovery Services (Eze DR). Business downtime results in revenue loss, damaged client relationships, and reduced productivity. Eze DR minimizes these concerns by allowing business operations to resume seamlessly following an outage. Eze DR provides firms confidence that their critical information and applications are safe and highly available.

Eze DR Services are managed and operated by highly experienced Business Continuity Professionals. The services work by replicating mission critical data to remote, fully redundant data centers outside the geographical region of a client's primary location. When an outage occurs, any authorized employee can access the data and pre-installed applications with an Internet connection from virtually anywhere in the world.

Eze Castle Integration recognizes that organizations' Recovery Point Objectives (RPO) and Recovery Time Objectives (RTO) change based on company size, investment strategy and application dependence. To accommodate a broad range of client requirements, Eze Castle Integration offers three levels of disaster recovery and high availability services:

Eze DR Silver

Eze DR Gold

Eze DR Platinum

Eze DR Silver

The Eze DR Silver offering is ideal for firms seeking a cost-effective data protection solution with a rapid go-live time. With Eze Castle Integration's Quick-Start feature, protection of critical data can begin within 10 business days from the start of the agreement. Eze DR Silver is a secure, hosted solution that features 24 hour support and provides investment firms remote access to their data and incoming email, so they can rapidly resume operations and client communications in the event of an outage.

Data replication of flat-files to a tier-one, state-of-the-art hosting facility occurs nightly to ensure that the most up-to-date information is available if activation of Eze DR is required.

EZE DR BENEFITS

- Maximum data and application availability
- Critical information is accessible from nearly anywhere in the world
- Highly cost-effective
- Secure, hosted solutions featuring 24 hour support
- Managed by Certified Business Continuity Professionals
- Comprehensive testing and maintenance

❖ About Eze Castle Integration

Eze Castle Integration (www.eci.com) is the leading provider of technology and IT services to the investment industry. The company's service areas include Startup and Relocation, Outsourced Technology Support, Telecommunications, Disaster Recovery and Business Continuity Planning, Archiving, Storage, and Internet Service. Eze Castle Integration is headquartered in Boston and has offices in New York, San Francisco, Los Angeles, Minneapolis, and Greenwich, CT. © 2006 Eze Castle Integration, Inc.

Eze DR Gold

The Eze DR Gold offering provides high availability and disaster recovery for business-critical data and applications. This service is ideal for firms that rely on mission-critical applications such as Order Management Systems, Microsoft Exchange or in-house applications to operate their businesses. With Eze DR Gold, users can access their data and applications via an Internet connection from virtually anywhere in the world.

Replication of data occurs nightly and is synchronized regularly between the customer's production servers and the Eze DR hot standby servers to help ensure business-as-usual operations in the event of a disaster. Eze DR Gold clients have a dedicated project manager and can leverage the Quick-Start feature to have data protection begin within 10 business days from the start of the signed agreement.

Eze DR Platinum

The Eze DR Platinum offering is the optimum disaster recovery and high availability solution, with real-time replication, application high availability, near-zero downtime, and use of innovative technologies such as Storage Area Networks.

This premium offering delivers the highest level of protection and availability through real-time replication of critical data and applications between multiple data centers located in different geographical regions. Dedicated project managers oversee Eze DR Platinum and manage third-party vendor coordination to help ensure the implementation and ongoing service run smoothly. Eze DR Platinum clients can also leverage the Quick-Start feature to have data protection begin within 10 business days from the start of the signed agreement.

More Highlights of Eze DR Services

With more than a decade of experience, Eze Castle has the pedigree, expertise and resources to help financial service firms capitalize on the power of IT for business gain. Each Eze DR service is built around the following core components to ensure the highest level of quality and availability.

- **Certification**
Eze DR services are administered by Certified Business Continuity Professionals.
- **Quarterly Testing**
Testing is a typical weakness in disaster recovery plans. Eze Castle conducts quarterly tests with

clients to help guarantee the system operates as promised and their employees are prepared in the event of an outage.

- **Robust and Highly Redundant Infrastructure**
From servers to routers to T1 lines, Eze DR facilities are fully redundant.
- **24 x 7 x 365 Support**
Outages can strike at any time, which is why Eze Castle has staff available 24 x 7 to ensure business operations can resume quickly.
- **Security**
Eze Castle delivers an uncompromisingly high level of security through technologies such as virtual private networks (VPNs), virtual LANs, and firewalls. Additionally, the company addresses physical security through multi-faceted locking systems, human security, biometric security and perimeter monitoring security.
- **Comprehensive Maintenance**
Eze DR services feature 24 x 7 x 365 hardware monitoring, weekly software updates, remote access testing, weekly random user account testing and bimonthly on-site co-location inspections.

MORE INFORMATION

Eze Castle Integration's disaster recovery services work by saving files offsite, efficiently and in an organized manner, allowing easy access in the event of an outage.

**To learn more,
Call today: 800.752.1382
or Visit our website at www.eci.com**

