



Disasters can be man-made, caused by Mother Nature or merely by mistake. They're often made worse if you're caught unprepared. From the smallest office to the largest corporation, businesses today can scarcely afford to ignore the potential financial impact of a disaster.

Are you prepared? With **ADC System Services**, contingency planning is not solely a "just-in-case" exercise, but a business strategy that minimizes weaknesses every day. It is not a binder on a shelf, but an active solution that helps your business identify and reduce operating defects to avoid unnecessary system failures and financial loss. Our goal is to prepare you with continuity solutions that work. So you can restore, reload, resync and resume as quickly as possible in a crisis—large or small.

Summary of Services

ADC's ContinuityPlus™ services can help you introduce solutions that mitigate potential risks today and adjust with your business as it grows. ADC's Certified Continuity Consultants help address Key Business needs in areas including:

- **Business Impact Analysis**—Our consultants identify vulnerabilities, assess preparedness plans and review your information systems for operational weaknesses. Our goal is to shine a light on operating areas—from facilities to systems software to management practices—that may leave your business vulnerable in a major catastrophe or in its day-to-day operations. We work alongside your staff to develop solutions that mitigate or adjust your risk to an acceptable level and improve your business efficiency *now*.
- **Technical Impact Analysis**—Once you decide which contingency approach best suits your business, ADC can design a comprehensive plan for your data and equipment. This plan identifies all vendors who play a role in your recovery, so vendor requirements don't slow you down. It anticipates what you will need from your suppliers and how to manage inventory while you're offline. It details how data gets moved to backup systems and steps to verify data integrity. And, it outlines mock exercises so your staff becomes familiar and confident in their contingency response.
- **Business Process & Personnel Contingency Planning**—Today, technology is intertwined with a company's business processes. So, if your technology fails, we want to make sure your processes quickly adapt until your technology comes back up. We review your downtime procedures, develop staffing plans, communication plans, and design methods to ensure continuation of regulatory obligations. We also create a restoration plan that ensures business and data integrity as your systems come back online following disruption.



- **Hot-site & Warm-site Planning**—ADC uses the business impact analysis, coupled with a comprehensive technical impact analysis, to assist you in developing a complete contingency plan for a successful fail-over or recovery should something happen to your system(s). Whether your budget and business case allows for a hot-site, warm-site or blended solution, we understand how to use technology to deliver shorter recovery times. We can arrange for all of your offsite storage and security so your data is truly protected. And, we use the latest tools and technology to ensure you have the most effective recovery plan for your hardware, software and data.
- **Crisis Communication & Coordination**—If your company has ever experienced a business disruption, then you understand how critical good communications can be. Incident command *systems* and command *centers* are intrinsic to an appropriate emergency response. Our consultants help your staff develop the technical vehicles to assess damage and coordinate information flow with entities that are critical to your business. We outline staffing plans and procedures so you can efficiently gather and relay information to your employees, customers, media and the public during a crisis or business disruption.

DigitalDowntime™

DigitalDowntime™(DD) Developed for our health care customers, DD provides web-based forms for use during system outages. Form data is captured in a database for later review. Our Clients that use printed forms for data entry during application outages find value in this product since form data can be applied back to the production application database more quickly and in some cases without rekeying. This virtually eliminates the need to keep paper forms on hand.

Protect your investment:

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ContinuityPlus™ Tools

All of ADC's disaster recovery consultants are *Certified Business Continuity Professionals*, with industry certification through DRI International, the oldest professional organization for business continuity/ disaster recovery planning in the world. Because technology is vital to successful recovery, our certified professionals are teamed with technical consultants with strong backgrounds in systems integration and expertise on many platforms and applications. Our team's vested interest is in developing the appropriate solutions to recover your systems and protect your enterprise.

eBCP

Whether you are a Business Continuity Planning novice or a seasoned expert, eBCP gives you an effective, easy, low-cost solution to your planning needs. eBCP offers an electronic tool for storing, capturing and maintaining your BCP. By using Microsoft's web portal technology, it allows multiple users to collaborate while developing the plan. Our professionals have committed years to developing this user-friendly tool that will enhance the fluidity of your team's efforts.