RecFind 6 Disaster Recovery and Business Continuity Service

What is it?

This is a new service offered to all RecFind 6 customers. It provides you with the ability to regain online access to your RecFind corporate information in the situation where your in-house RecFind environment is compromised by a catastrophic system failure or any natural disaster such as a fire, flood or storm.

- It allows you to continue processing until such time as your own RecFind environment is restored.

- It ensures that your corporate records are secure in the event of a disaster.

- It ensures that you can still access (search, add and update) your corporate records in the event of a disaster.

- It provides a standby system, available within minutes and accessible by any computer with Internet access and a compatible browser (e.g., IE, Firefox or Safari).

Why is it needed?

All nations suffer from extremes of climate. Floods, fires and extreme weather are part of the regular cycle of all countries. Over the 26 years we have been in business we have seen many customers affected by fires and floods and in many cases, irreplaceable corporate records were lost. We have also seen many instances where a server has failed and there has been no recovery procedure in place.

Most of our customers have a requirement for a Disaster Recovery Plan (DRP). This new service provides an essential ingredient of your DRP. It secures your records and provides secure online access via any notebook, PC or even iPad connected to the Internet.

Sound Corporate Governance requires adequate Disaster Recovery planning and Business Continuity planning for core business systems such as RecFind6.

What does it include?

1. Knowledgeone Corporation (K1Corp) signs a Non-Disclosure Agreement (NDA) covering all data to be provided by the customer.

2. K1Corp provides a secure offsite 'standby' facility and an operational RecFind 6 system with the RecFind 6 web client configured and ready for use for an agreed number of concurrent users.

3. The customer provides K1Corp with regular backups of its RecFind database and if possible, the most recent backup prior to a disaster. Backups can be provided on compatible physical media (e.g., USB disk drive) or uploaded via a secure FTP site.

4. K1Corp restores the backup to the standby facility at an agreed frequency (daily, weekly or as required) and also stores it in a secure offsite location and maintains an agreed number of backup cycles.

5. K1Corp provides a secure URL to the customer's RecFind Administrator. This URL is to be used for periodic checking of the standby system by the customer's RecFind administrator and for live processing should the customer's in-house system fail. Note that periodic verification of the standby system is a normal requirement of a DRP.

6. Access to the standby system is available within minutes of an in-house system failure from virtually any computer with Internet access and a compatible browser. Once provided with the standby URL by the RecFind Administrator the customer's end-users log on via the Internet with the same user-id and password they use on the in-house system.

7. The customer chooses whether to have just read-only access or full access (i.e., add, modify & delete) to the standby system. Note that read-only access does not require a restore when the in-house system is again operational but that full access will require a restore.

Ensuring maximum uptime for your standby system

Our hosting environment utilises high-end networking infrastructure to securely deliver application access to end users across the internet 24 x 7 x 365.

Your standby facility is located in a carrier grade datacenter providing best of breed technology. From this facility we are able to offer high levels of availability and reliability by leveraging systems such as uninterruptible power supplies, multiple diesel power generators, multiple redundant internet links and fault tolerant network access.

The facility also hosts an advanced fire protection system, redundant air conditioning systems and physical security to ensure the safety and security of the equipment located in the datacentre.

RecFind 6 Web Client

All access to the standby system is via the new RecFind 6 web client. This is a browser based client that provides similar functionality to the standard smart-client and operates on a variety of operating systems, e.g., Windows, Linux, Apple OS and browsers, e.g., IE, FireFox, and Safari.

It makes it easy to access your RecFind 6 data via any computer connected to the Internet and running a compatible browser.

This means that you can access your corporate data after a disaster even if all of your in-house computers and servers are out of action.

What does it Cost?

The cost to any customer will depend upon the options chosen. You need to decide for example:

- How often you want K1Corp to restore backups to the standby system; daily, weekly, monthly

- How you wish to transmit backups to K1Corp; courier, FedEx, FTP site, dedicated connection

- How many users need access to the standby system during an emergency

- Whether you will require read-only access or full access (add, modify, delete) to the data on the standby server

- Whether you want K1Corp to restore a backup from the standby system to your production system once the emergency is over

- How many backup cycles you want us to store

Please contact our sales department for a detailed quotation based on your particular needs.

Easily & quickly solve any compliance or information management problem.
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