

MCS DELIVERS DISASTER RECOVERY

INTRODUCTION

Disaster Recovery (DR) is the process, policies and procedures relates to preparing for recovery or continuation of technology infrastructure critical to an organization after a natural or human-induced disaster. Disaster recovery is a subset of the Business Continuity Plan (BCP) which in turn is part of the Business Impact Analysis (BIA).

- Business Impact Analysis (BIA) involves risk management, the definition of core business processes and the measurement of financial and operational impacts to the business as well as defining the recovery point and time objectives
- Business Continuity Planning (BCP) focuses on the people and processes that lead to profitability.
- Disaster Recovery (DR) focuses on the IT or technology systems that support business functions.

As business has become ever more reliant upon information technology, the recovery of these systems in the event of a disaster has become an increasingly important element of the assessment of operational risk. This is particularly the case for companies which operate in high risk areas, including those exposed to hurricane events.

Best practice dictates that every company should have in place contingency plans to effectively cope with disruptions to the technology infrastructure that empowers their business, such as: power outages; network failure; fire; flood or natural disaster. Customers expect it, regulators require it and, increasingly shareholders demand it.

System outages are no longer simply an inconvenience—they directly affect the bottom line and the loss of any confidential or valuable data can cause operational, legal and reputable problems. Compellingly, the US Department of Labor and DataPro record that 43% of U.S. companies experiencing disasters never re-open and 29% close within 2 years.



MEASURING THE COST OF DOWNTIME

In 2010, a study by Coleman Parkes Research Ltd. found that North American businesses are collectively losing US\$26.5 billion in revenue each year through IT downtime and data recovery - on average, each company loses US\$159,331 per year. In the financial services sector, the cost of downtime is even greater, and companies are losing on average US\$224,297 per year.

The cost of downtime to your business can be measured in a number of areas:

- Loss of productivity
- System restoration cost
- Lost sales/revenue
- Lost customer and damaged reputational cost

THE MCS SOLUTION

MCS adopts a best practice approach to Disaster Recovery, ensuring that our advisory and consulting services deliver measurable business benefits to our clients. This places us at the leading edge of service provision in an area that is a fundamental building block of the offshore financial services sector.

MCS focus on three key areas of your Disaster Recovery Plan:

1. **Identify critical systems and data.** The first step in minimizing the impact downtime has on an organization is to identify the applications and data that directly drive revenue. All too often organizations take a generic approach to data protection, applying the same policy and process to all data. When a recovery is needed, the availability of critical systems is hampered by the need to also recover non-critical data in a generic process as defined in the BIA.
2. **Design High Availability IT infrastructure to minimize the frequency of outages.** For critical business systems and applications, investment in infrastructure solutions that provide the highest levels of availability is required. This will include such technologies as clustered servers, replicated storage and high availability software.
3. **Implement a data protection solution to deliver high speed recovery.** Disk-based backup technologies allow faster recovery times and replication solutions provide continuous data protection help eliminate any data loss or damage between periodic backups and snapshots. Replication technology is a perfect complement to any backup solution for critical data and databases. MCS ensures that these solutions have the ability to scale out from the Cayman Islands if required in order to deliver robust recovery options from recovery centres located anywhere in the world.

MCS has provided high availability and disaster recovery solutions to offshore companies for many years. Today there are recovery and availability solutions that enable an organization to minimize revenue loss in the event of service interruption by recovering key applications and systems extremely quickly. This protects businesses from both physical failure and logical data corruption, while minimizing data loss. MCS has experience with a wide range of best practice solutions that are selected and combined to fit the client's individual needs and objectives. MCS is vendor agnostic and has the ability to deliver these benefits to companies large and small.

MCS consultants operate exclusively in the offshore financial services space and have a deeply ingrained appreciation of the nuances of successful technology deployment and operational support in the offshore market(s) of the Cayman Islands, the Bahamas, Barbados, Bermuda, BVI, and the British Channel Islands.

This knowledge extends to a full appreciation of data management in the broadest sense, including confidentiality issues, and disaster recovery planning and (perhaps more importantly) the practical application of this theoretical planning in the turmoil of actual disaster recovery.

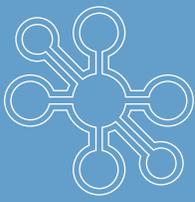
MCS assisted many Caymanian companies in the successful recovery of operations in the aftermath of Hurricane Ivan in 2004 and has evolved into becoming the go-to provider of DR solutions for a large number of organizations in offshore financial centres.

CONTACT US:

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FOR MORE INFORMATION

Learn more about your High Availability and Disaster Recovery requirements, please contact MCS



MCS DELIVERS DISASTER RECOVERY HEALTH CHECK

If you are uncertain whether your technology infrastructure can effectively support your business in the event of a disaster, the MCS Core Technologies practice can help. With a number of certified and experienced staff, the MCS team can help you plan and design, deploy and implement, and maintain and test next-generation disaster recovery solutions.

The DR Health Check from MCS will assess your IT readiness to support your business recovery objectives as part of your operational risk strategy. MCS will identify the current state versus operational objectives, in a concise gap analysis and will produce a series of recommendations in the form of a 'Get Well Plan' that benefits from our experience of best practice solution architecture. At the conclusion of the assessment you will have a clear understanding, in plain English, of whether your current DR solution is fit for purpose and your likely recovery times and what you can do to improve upon them.

The DR Health Check is delivered with the co-operation and input from client staff. It is a non-intrusive engagement, identifying the approach currently in place which is undertaken through a series of interviews with client stakeholders, including representatives from the business and the Information Technology function. Though the health check does not include a full DR test, the specification and performance of IT assets in place to facilitate the DR plan are assessed in order to ensure that they are fit-for-purpose, should failover be required.

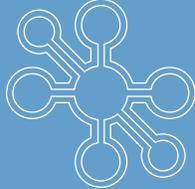


2012 & 2011 COUNTRY
PARTNER OF THE YEAR
Cayman Islands
Winner

2011
PARTNER OF THE YEAR
Latin America
Winner - Portals and Collaboration

2010
PARTNER OF THE YEAR
Latin America
Winner - Information Worker





MCS DELIVERS DISASTER RECOVERY MANAGED SERVICES

Each year, organizations spend significant amounts of money to develop and document a Disaster Recovery (DR) plan driven by business requirements. The end goal is to produce a comprehensive Standard Operating Procedure(s) (SOP) document that can be referenced in the event of a disaster to ensure a timely and successful recovery. Ideally, this routine happens yearly within organizations. However, many DR strategies are carefully planned once, and then not revisited for several years.

Disaster recovery plans that are allowed to become out-of-date over time become less effective. For many companies, a plan that is two or three years old is likely not to reflect their current environment unless it has been regularly updated and will be difficult to execute in the event of a disaster.

There are a number of internal and external factors which can affect the validity of an organization's disaster recovery plan including from the simplest administrative changes to contact information for employees, suppliers, services providers and clients; to more complex infrastructure changes which can be brought about by new systems and applications, improved back-up and restore methods or even a change in business objectives to meet client expectations.

THE MCS SOLUTION

Disaster Recovery Managed Services from MCS are a complete set of solutions which are tailored to meet the Disaster Recovery objectives of organizations of all sizes and complexities. MCS works with clients to ensure that an organization's Recovery Time Objectives (RTO) and Recovery Point Objectives (RPO) are met on an on-going basis- not just on the day in which the DR Plan is published.

MAINTAIN: In order to keep a client's Disaster Recovery plan up-to-date, MCS carry out on-going maintenance in several areas:

Contact Information - employees, suppliers, service providers and customer information needs to remain up-to-date in order to effectively evoke a DR plan.

Hardware configuration - any changes in hardware configuration needs to be assessed in order to ascertain the knock-on effects to the DR plan and that any changes are documented.

Data back-up and restore methods - IT environments and the amount of information stored is growing rapidly for most organizations, and therefore the size and scale of any data back-up and restore methods needs to grow to remain fit-for-purpose.

New systems or applications - when changing, updating or rolling out new systems and applications, the DR plan needs to be updated in order to reflect the new IT estate. This is particularly important if the new systems or applications are considered to be business-critical.

TEST: MCS works with clients to deliver a schedule of regular tests which is appropriate to a client's RTO and RPO objectives-these tests can range from simple audits of IT estates to full failover testing and mock DR evocation. The test results are presented back to the client in the form of a 'Get Well Plan' with recommendations of any changes or improvements required to the IT infrastructure.

TECHNOLOGY EXPERTISE: MCS has partnership agreements in place with many of the market-leading global technology companies and can leverage these relationships in order to bring enterprise-class solutions to clients based in offshore jurisdictions. MCS are exclusively staffed with Senior Consultants so clients can rest assure that advice and services are delivered by experienced and certified staff.

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