



OpSource Business Continuity

Now more than ever a Business Continuity plan is an essential part of any business. Unfortunately in many cases a hypothetical plan is all that exists and often does not include all the pieces that are required to keep your business running in the event of a major interruption in service. OpSource offers several products designed to fit your custom Business Continuity needs and ensure your business can handle any situation affecting your businesses' ability to serve your customers. OpSource Disaster Recovery service ensures geographically diverse Disaster recovery environment will be available in the case of a Disaster at the primary location. OpSource Multisite services give you the added advantage of live servers at geographically diverse locations with ability to deploy a separate staging/development or production environment. Finally OpSource Back Up services ensure that when it is needed the data is safe and available.

OpSource Disaster Recovery

The OpSource Disaster Recovery service is the keystone to any companies Business Continuity Plan. Many providers tout Disaster Recovery products but few have proven effective in a real disaster. OpSource is changing all of that. OpSource customers have the option to purchase a fully managed Disaster Recovery plan that truly provides a path to recovery in the event of a disaster whether natural or man-made. OpSource Disaster Recovery Service is backed by a strong SLA and multiple Carrier class data centers worldwide. Plus, OpSource's aggressive pricing options allow a robust, affordable solution for all customers.

OpSource is the application management expert and this premise lies at the heart of OpSource's Disaster Recovery solution. With a fully managed Disaster Recovery solution from OpSource data restores are a top priority. At OpSource we know disasters come in all shapes and sizes and that's why we consider a disaster any unplanned event or condition that renders the customer unable to use a location or the equipment situated there for its intended use. Once a declaration of disaster has been submitted to our support center, OpSource will use dedicated resources to begin working on recovering data and focus on rapidly getting the customer up and running.

The OpSource Disaster Recovery Service includes the following features and benefits:

Offsite data backup: To ensure that data is available even after a disaster, OpSource uses a disk-to-disk off-site vaulting service to house daily backups. The vaulting service compresses and encrypts the data, then transfers it to a secure remote storage facility. With the data stored off-site, customers can rest assured that even a local disaster will not have global ramifications.

Ongoing simulated testing: No matter how well a Disaster Recovery product is designed and implemented initially, things change and that's why the OpSource Disaster Recovery Service includes ongoing simulated testing with published results which are documented and delivered directly to the customer.

DR Servers standing by 24x7x365: OpSource has offline servers at a geographically dispersed data center ready to be spun up as soon as the customer declares a disaster.

Flexible Recovery Options: Should a disaster occur, OpSource ensures a smooth transition to the new DR environment by working closely with the customer over the next 30 days to determine the best solution going forward. Options include moving production back to the original environment or transitioning the new DR environment in to the primary going forward (removing the need to transition a second time back to the original data center and keeping the customer removed from the aftermath of a widespread disaster).

Robust Service Level Agreements: DR planning requires guarantees and concrete objectives and OpSource delivers that as part of the standard DR offering. The OpSource Disaster Recovery Solution includes Service Level Agreements around multiple objectives.

- **48 hour RTO (Recovery Time Objective)**
The amount of time after a disaster to bring the application back up and running.
- **24 hour RPO (Recovery Point Objective)**
The data that can be recovered as measured back in time prior to the disaster.

Disaster Recovery is an important but complex decision. The effects of losing data and the inability to provide applications to end-users can be devastating to a company, large or small. Let OpSource provide the insurance your company needs to survive and thrive in today's world.

OpSource Multisite

OpSource Multisite is an intriguing option for customers looking for a robust Business Continuity plan. OpSource Multisite gives customers the ability to take full advantage of OpSource's multiple Worldwide Data Centers for day to day business and yet be well prepared for a disaster if one should occur. This service gives customers the flexibility to customize their network set-up. For example they may choose geographically diverse production environments or separate out a staging and development environment from the production. At the same time, they can choose to utilize the multisite advantage to quickly recover from a disaster, all at a fraction of the cost of doing it themselves. Key Features and benefits include:

Ability to add Disaster Recovery Service: All the benefits of OpSource's DR Service can be added to any multisite solution at a discounted price ensuring an affordable and Robust DR solution.

You Build It. We Deliver It.

Online Servers in Geographically Diverse Data Centers: Built in redundancy means faster recovery time and a broader geographic presence means better performance to customers targeting the nationwide or worldwide market. In addition if a disaster strikes in one location it only impacts customers served out of that environment and NOT your entire customer base.

Customizable Environment: OpSource Business Consultants will work with the customer to build multiple server environments that meet their needs. This flexibility allows customers to take advantage of such designs as a disparate staging and development environment or multiple production environments.

The OpSource Multi-site environment is built on a state-of-the-art hardware and software infrastructure that quickly and reliably enables software companies to address the need for business continuity, disaster recovery, staging and development and multiple production environment solutions all in one.

OpSource Back Up

OpSource Back Up offers customers the ideal solution to ensure data security and availability under most circumstance. OpSource uses a disk-to-disk off-site vaulting service to house daily backups. The vaulting service compresses and encrypts the data, then transfers it to a secure remote storage facility. With the data stored off-site, customers can rest assured that even a local disaster will not have global ramifications.

Key Features and Benefits include:

- **Flexible retention options:** Choose the retention scheme that best fits your needs. With standard options ranging from 2 – 90 days.
- **Pay only for what you use:** Simple pricing structure is based on actual off-site vault size.
- **Customized Solutions:** Our Business Consultants will analyze a customers specific back up needs and recommend the retention scheme, and amount of data that will need to be backed up from the start.

OpSource Back Up service completes the Business Continuity suite of services and gives the customer a robust plan to keep their business up and running through any situation.

About OpSource

OpSource™ delivers Web applications and software as a service for on-demand companies, with hundreds of applications, millions of users and billions of transactions supported daily. OpSource On-Demand, the leading platform for Web application delivery, is defining how Web-based software is delivered. By choosing OpSource as their Web application delivery partner, companies are freed from investing in and managing the complex and costly infrastructure and services necessary to deliver applications over the Web. They can instead focus their resources on developing, marketing and selling their applications and services. OpSource On-Demand is suitable for companies at any stage of growth, with any type of on-demand application. OpSource is the only company to offer Success-Based PricingSM, a unit-based pricing model that allows businesses to begin with a modest minimum commitment and scale expenses as revenues increase.

Headquartered in Santa Clara, CA, OpSource has Web application delivery centers in Virginia, London and Bangalore. For more information about OpSource, visit www.opsources.net.



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