



# THE PRAGMATIC APPROACH TO ICT CONTINUITY

## BRIDGE THE GAP BETWEEN NOW AND TOMORROW

### ICT Continuity solutions from Performance Technologies —

- Strengthen resiliency
- Decrease "cost of risk"
- Raise Quality of Service
- Increase efficiency
- Enhance governance

ICT Continuity is particularly complex in this age of rapid transformation, ever-increasing governance and compliance requirements, a multitude of Cloud deployment alternatives, and Agile-inspired engineering practices.

Your IT organization is most probably serving users via an elaborate mix of home-grown, purchased and various "as-a-Service" applications, that run on physical and virtual servers and networks, on premise, in the cloud, or both.

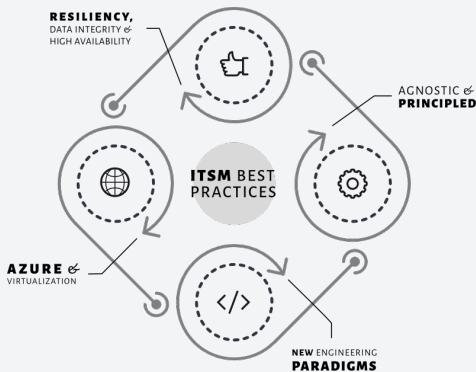
Performance Technologies offers robust expertise and experience in ICT resiliency, Cloud and virtualization, and IT Service Management. We bring a holistic approach to **engineering**, which allows us to see services in terms of impact, delivery chain, and life-cycle. Furthermore, we will work with you to deliver an ICT continuity solution that makes sense **businesswise**.



CONTINUITY  
SERVICES

Gold  
Microsoft  
Partner





## Disaster Recovery and Continuity require a delicate balance of components and know-how

ICT Continuity was always a difficult—and constant—puzzle, and is even more-so in an era of rapid change, diversity of deployment options, increasing compliance demands, and new engineering paradigms. You need a partner who has know-how and experience in multiple domains, and who can synthesize business, operational, and engineering aspects to create the right solution for *your* needs.

### Project + Phases

A continuity plan is really a process that never stops evolving, just as your organization and your systems never stop changing. However, we approach every major redesign, as well as every refresh, within a proven framework that includes the following major phases:

#### 🔍 Assessment & Plan creation

We will work together to create an ICT DR plan that will answer these questions:

- Where are we in terms of resilience today?
- Where do we want our readiness to be ?
- How do we achieve our readiness targets?

#### 🔧 Engineer & Deploy DR Plan

This is where most of the engineering work is done, but it is also critically important for onboarding and training your personnel and key stakeholders from other functions and departments in your organization.

This is also where *surprises* usually appear, so it is often an iterative phase, where we will need to amend the DR plan accordingly.

#### 🔄 Operation · Testing · Feedback

Your services, and the systems they depend on, are certain to change over time, so it is potentially critical to test the DR plan and the components that support it often, and with minimal, or zero, disruption to your production systems. Testing is, therefore, an important component of the plan we build together.

### Process + Principles

As they say “technology choices are easy, people choices are not”. For continuity plans it means putting the “people stuff” ahead of technological concerns and constraints.

At Performance Technologies we understand that a successful DR plan means getting the organizational and people aspects right, and we abide by the following principles:

- DR plans are a cross-functional *team* effort
- You need buy-in from major stakeholders
- Common “language” is a critical component
- “Plans are worthless; planning is everything”
- Plans need to be accurately documented
- They also need to be tested / simulated often
- Continuity is a ... continuous learning process

### Performance

Performance Technologies is an ideal partner for your ICT continuity needs

- Trusted enterprise partner
- Experience in multiple sectors
- Engineering ethos and pragmatism
- Partner to industry leaders

### People

We love solving problems, are über-geeks *and* business-savvy, and we know projects are rarely perfect; things get “messy”. And we’re ready for it. We believe that what makes the difference are people –yours and ours– working well together.

## AZURE BUSINESS CONTINUITY & DISASTER RECOVERY SERVICES

Azure offers a multitude of services for ICT disaster recovery and continuity, as well as the industry-leading elastic infrastructure to support almost any such need. **Performance helps you harness this power** and flexibility during all phases of your ITC continuity plan.

Our engineers are well-versed in the Azure ecosystem, and are specifically trained for continuity-related services such as Azure Site Recovery, Automation, Traffic Manager, Azure Backup, and of course VMs and related storage space and networking.

We will help you navigate through Azure BC/DR configuration options and customize components such as:

- Policy-based replication coordination
- Recovery automation in case of need
- Orchestration for complex services
- Networking customization
- Testing recovery scenarios
- Service-level configuration