



*Somya,  
Customer Care  
Representative*

# Disaster Recovery

## An Insurance Policy You Can't Afford to be Without

In the summer of 2014, one of our largest clients called us on a Friday and said, "we want to test our disaster recovery solution this weekend." We shut down all servers once their workday ended, and by Monday, the data was fully restored without issue.

Quartet will collaborate with you to design and implement a Disaster Recovery solution that ensures the safety of your data. Our Disaster Recovery plans include secure data storage, regular backups, quick fault detection, offsite locations and service redundancy. We also ensure the plan is operational if key IT employees are unavailable.

Furthermore, our service level agreement is different for every customer. Disaster Recovery plans have to be adaptable to the needs of our customers – business continuity plans and data restoration is managed according to the immediate need of the information. Thus, we ensure there is flexibility with our service levels, and adapt them to the specific plan.

Quartet has provided disaster recovery services since 2010, from small server shutdowns to businesses affected by Hurricane Sandy. We recover the data from our 3 highly-secure certified data facilities in Ontario which are protected from extreme weather, power and internet outages.

There is one simple question to ask yourself to determine whether you need Quartet's disaster recovery service:

"Can my business continue to function without my team having access to our systems?"



*Alfredo, Server Specialist and  
Joseph, Sr. Microsoft Systems Engineer*



John,  
Manager, Management  
Information Systems

# Technical Specifications



Dan,  
Field Support  
Specialist

## Our Investment

Quartet's private network and multi-tenant server farms allow us the flexibility to back up a subset or all of your servers. Our infrastructure is secure; and we're able to provide customized disaster recovery options, including system configuration. This all means faster backup speeds and shorter recovery times, and protection of less-important data at less cost.

## Reliability

We simulate disasters on a regular basis. We run these tests to ensure the recovery time of your data aligns with our service level agreements. Our clients have encountered real disasters, and their recovery plans performed as expected.

## Redundancy

In order to provide 100% guaranteed power runtime, our data centres provide A&B power feeds and internet services for redundancy. Quartet has also prepared complete long-term redundancy in our servers and backup UPS systems.

## Disaster Recovery

Disaster recovery ensures that business critical infrastructure can be maintained when the servers go down, which could have negative implications on your business.

## Scope

Servers are VMware virtual servers.

Tier 3 compliant datacentres, 2 in Toronto, ON and 1 in Barrie, ON are on discreet power and internet grids.

## Deliverables

Monitoring includes replication verification, reseeding server images once every six months and yearly image tests.

3-days of full service are available to recover from a disaster, up to two times per year.

Customization includes bandwidth and number of network ports.



QUARTET

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