



NetApp®
Go further, faster



NetApp Based Cloud Services > **Disaster Recovery as a Service**

Quest Disaster Recovery and Business Continuity Services

Protect your assets and save your budget with customized cloud services

CLOUD SERVICE HIGHLIGHTS

Cost-effective business continuity plans sensibly and precisely customized to help safeguard your systems and data during interruptions

Integrated real-time data replication, secure data storage, and quick-restore capabilities that cost 60% to 70% less than most alternatives

Reliable, scalable data storage enabling recovery from disruptions large and small

Business Resumption Centers available whenever onsite recovery is delayed

Count on the secure, flexible 24x7x365 availability of an expanding portfolio of Service Delivery Centers, located nationwide (check out this map)

Free day-long onsite review and assessment of your disaster recovery plan

THE CHALLENGE

Surviving disruptions

When your business depends on 24x7 availability of data and applications, you can't risk unanticipated downtime, much less permanent data loss or sustained system disruption.

Yet today's businesses face more disruptions than ever—triggered by anything from environmental events, IT attacks, or employee theft/fraud to bad weather, an errant backhoe down the street, even changes to your computing environment.

That's why you need to replicate your data to a safe remote location from which it can be recovered. You also need a contingency plan for sustaining business activities if your systems become unusable.

These kinds of replication and disaster recovery/business continuity solutions are often just too expensive to implement and support.

THE CLOUD SERVICE

Affordable replication and continuity

Quest® customized disaster recovery and business continuity services enable you to protect your data and your business without any up-front investment in complex infrastructure or staff. Each solution is tailored specifically to your business requirements—you only pay for what you need. And with NetApp® storage and integrated data protection at the foundation, you can rest assured your data is protected at any of our state-of-the-art, nationwide Service Delivery Centers. For continuous availability, each center offers highly available and reliable virtualized data storage with advanced replication and restore functionalities. The result: Your systems and data are safeguarded—affordably and efficiently—so you can remain operational throughout any disruption.

“NetApp’s extensive storage expertise, innovative technologies, and proven best practices make it possible for Quest’s customers to do more with less—and do it with more agility.”

CUSTOMIZED BUSINESS CONTINUITY PLANS MADE AFFORDABLE

Rather than sell you a predetermined package of services that you have to figure out how to match to your environment, we take the time to understand both your objectives and what’s required to achieve those objectives. Then our experts work seamlessly with your staff, systems, policies, and procedures to design the solutions you need and can afford.

Strong infrastructure, deep expertise

Our expert staff and highly secure and redundant storage/networking/management infrastructure, available through our Service Delivery Centers across the nation, mean you can count on Quest to protect your information assets and provide you with facilities to continue operations even when your systems are down or facilities are unusable.

Containing your costs

You benefit from leading-edge disaster recovery/business continuity capability without incurring the large capital expenditure that comes with investing

in the infrastructure and expertise necessary with in-house disaster recovery/business continuity. Even better, Quest’s cloud-based disaster recovery/business continuity plans won’t break your operating budget, since you don’t have to pay for an entire infrastructure, only the portion you use.

LEADING-EDGE DATA REPLICATION AND RESTORATION FOR LESS

For protecting business-critical data and recovering it quickly, Quest offers integrated real-time data replication, secure data storage, and quick-restore capabilities that cost 60% to 70% less than most alternatives.

Smoother data recovery

Quest combines data replication, secure data storage, and disaster recovery capabilities to make data recovery smoother and less costly, since data replicas and data backups can be managed with the same software. It all adds up to the ability to restore data more easily, more quickly, and more reliably—especially when compared to tape backups.

Safety in a dedicated environment

Quest can replicate your data either to a dedicated environment or to a reduced-cost, isolated, and shared infrastructure model. Moreover, your data is secure, and integrity maintained. And, unlike other providers, Quest’s fees include disaster recovery failover testing.

RELIABLE, SCALABLE DATA STORAGE

NetApp storage systems with integrated data protection are the foundation of Quest’s infrastructure. As a result, we’re not only able to reduce your backup times to just minutes, we also can recover your applications to any point in time required.

You don’t need to waste time worrying about whether your data has really been backed up or if you’ll be able to recover it when you need it. Instead, you can focus on your business.

MAINTAIN OPERATIONS AT QUEST’S BUSINESS RESUMPTION CENTERS

When disaster strikes, Quest’s world-wide Business Resumption Centers (BRC) accommodate everything a business needs to function 24x7x365: communications infrastructure, data



systems, highly skilled people, and uninterrupted delivery of Quest's Professional and Managed Services. And you can be assured that while your staff is working at a Quest BRC, your data is completely secure at one of Quest's nationwide Service Delivery Centers.

Cost-efficient IT capabilities

Our BRC facilities are highly customizable, while offering significant savings on capital expenditures. From basic floor plans that include cubicles, phones, faxes, and call center services to fully appointed data centers and command-and-control environments with robust network equipment, Quest knows how to design, install, and operate cost-efficient IT capabilities to meet most every kind of customer requirement.

FREE DR ASSESSMENT

You don't have to wait for business-destroying downtime to find out if your disaster recovery plan will actually perform as expected. Quest offers a free, day-long assessment of your disaster recovery plan by our experts at your site.

We begin by examining your organization's objectives and analyzing your processes, people, applications, and business and compliance requirements to identify your vulnerabilities and levels of risk.

The tabletop test

We'll conduct a tabletop test of your plan during which our DR team will lead yours through several disaster scenarios—from loss of critical applications/data to the comparatively rare complete loss of facility—to see how well your current plan serves your needs.

Quest's recommendations

Finally, Quest's experts will provide suggestions about how you can improve your DR plan's effectiveness and reduce costs. Being a little bit proactive now can pay off big time when your operations are disrupted.

NETAPP HELPS QUEST'S CUSTOMERS DO MORE WITH LESS

The ability to understand your specific business needs and then customize affordable, efficient cloud solutions to meet those needs is a core element of Quest's business model.

Because we want to provide you with optimum value for your IT spend, we're continually searching out and embracing third-party products and services that cost-effectively meet the challenges our customers face.

That's why Quest relies on the efficiency, flexibility, versatility, and ease of management built into NetApp storage systems.

NetApp's extensive storage expertise, innovative technologies, and proven best practices make it possible for Quest's customers to do more with less—and do it with more agility. That, in turn, enables us to boost the power of our infrastructure so we can deliver affordable, efficient business continuity, disaster recovery, and data backup, replication, and restore capabilities to businesses of all sizes spanning many industry sectors. Whether it's private cloud, public cloud, or hybrid cloud solutions, Quest and NetApp can deliver.

RELATED SERVICES

Unified Virtual Data Center

With Quest's Unified Virtual Data Center, you can eliminate the expenses of owning and maintaining your own IT infrastructure. From shared or dedicated

QUEST PRODUCTS AND TECHNOLOGIES	NETAPP PRODUCTS AND TECHNOLOGIES	THIRD PARTY PRODUCTS AND TECHNOLOGIES
Quest Unified Virtual Data Center design, management, and performance/fault monitoring services	FAS2000 and FAS3000 series storage systems	HP ProLiant servers, HP ProCurve switch
24x7x365 incident tracking and customer notification	Data ONTAP® storage operating system	Cisco Unified Computing System™ blade servers, Cisco® Catalyst® switches, Cisco MDS multilayer fabric switch
	Efficiency technologies: deduplication, FlexVol®, FlexClone	VMware® vSphere™
	Integrated data protection: Snapshot®, SnapVault®, SnapMirror®	Syncsort data performance solutions

Table 1) Quest and NetApp service components

hosting to private or public clouds, Quest's nationwide Service Delivery Centers, IT resources, and expertise in virtualization technology and cloud computing provide the enhanced service levels and operational efficiency you expect, without the cost and management burdens of an in-house solution.

Desktop Virtualization

Significantly reduce your desktop acquisition, operating, and management costs with Quest's Desktop Virtualization service. Quest can deploy personalized virtual desktops that include the operating system, applications, and data, enabling desktop administrators to increase control and reduce the total cost of desktop ownership.

Virtual Application Development

With Quest's Virtual Application Development services, developers can customize your real-world environment in any of our nationwide Service Delivery Centers, which include a virtual private data center, connectivity, client configuration, security, and recovery testing. The customized configuration enables developers to model and readily optimize their software development storage environment.

ABOUT QUEST

Quest is one of the nation's leading technology consulting and management firms, providing Professional, Managed, and Cloud Services in business continuity/disaster recovery,

data storage and colocation, security, networking, telecommunications, wireless, and technical staffing. Visit us at www.questsys.com. Quest is a member of the NetApp Partner Program for Service Providers.

ABOUT NETAPP

NetApp creates innovative storage and data management solutions that deliver outstanding cost efficiency and accelerate performance breakthroughs. Discover our passion for helping companies around the world go further, faster at www.netapp.com.



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