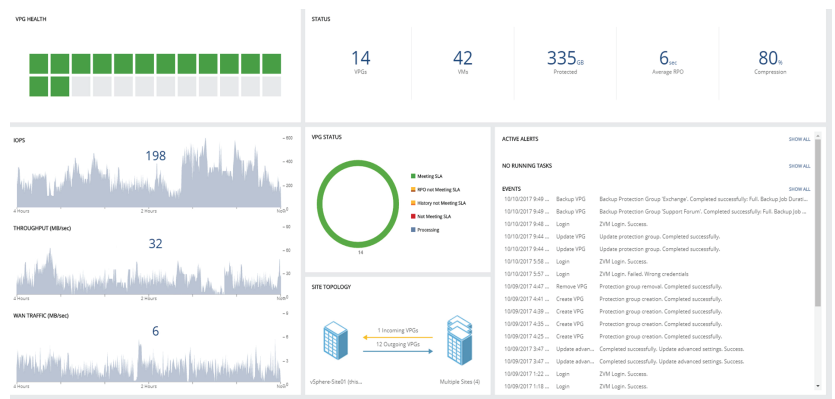


# IT Resilience-as-a-Service (IT-RaaS)

- ✓ Rapid Implementation.
- ✓ Multi-Cloud Agility.
- ✓ 100% protection.

Our IT-RaaS replicates virtual machines at the hypervisor level from your data centre to Info Exchange's IT Resilience Platform. Info Exchange operates a comprehensive and proven methodology, partnering with some of the best security operations and replication providers. Work with our experts to design and implement an IT Resilience Plan that fits your organisation's needs.



## Accelerate Recovery time

- Almost instantaneous Recovery Time Objective (RTO) that can be further tailored by tiering workloads
- Continuous replication technology enables recovery points (RPO) measured in seconds, so very little data is lost
- Accelerate user access with Virtual DR Seats

## KNOW that your IT Resilience Plan WILL work

- Test Your Solution however and whenever you like
- Set up recovery groups in runbooks to simplify the management and execution of your DR Plan
- Failover Wizard provides alerting, reporting and guides the failover process
- Zero backup windows
- Recover from any point in time, from seconds to years

## Complete Visibility and Control

- User friendly performance Dashboards and reports
- View real time and historical analytics across any of your mobile devices
- Monitor your entire protected environment all in one intuitive dashboard

## Network Layer Flexibility

- Integrated software defined networking offers a firewall, NAT, DHCP, static routing, load balancing and Site-to-Site VPN
- DNS Management through Self Service portal, in the event of failover

## Exceptional Customer Support

- 24x7 Phone Support from Certified Technicians
- Ability for Info Exchange to trigger an emergency failover if needed during a disaster

# IT-RaaS Onboarding Service

Understandably, you are eager to get your IT-RaaS solution up and running. Having Info Exchange DR experts by your side, supporting you in the installation, configuration and deployment process, is invaluable to building your confidence in your IT Resilience setup and operations.

## Deployment Process

- › Review of the deployment and onboarding process
- › Obtain all relevant technical information needed to establish the protection of your company's digital assets in support of your IT Resilience initiative
- › Answer any lingering questions
- › Deliver login credentials, and relevant documentation for your new environment

## Onboarding Process

- › Establishment of a secure, high performance connection using software defined networking by Info Exchange
- › Installation of Virtual Management and Replication Appliances and the subsequent setup of protected workloads within your production environment
- › Setting up alerts to inform you of problems in replication

## Testing Your IT Resilience Plan

- › Info Exchange creates and reviews the DR runbook prior to testing
- › Test results are reviewed, triaging and addressing all issues
- › Tests are recommended at least annually and can be executed with or without Info Exchange support

## Why Choose Info Exchange

- › Data centres located in Jamaica, the Americas, Europe, Australia and Asia
- › All Data Centres hold ISO 27001 and SOC2 certifications
- › Zero Backup Windows
- › Near Zero Data Loss
- › Continuous IT Operations
- › Up and running in less than 30 days



Smart Technology. **Better Business.**