Info Exchange Limited

The Definitive Guide to IT Resilience

Contents

IT Resilience is a core focus for any organization that takes on Digital Transformation.

Introduction

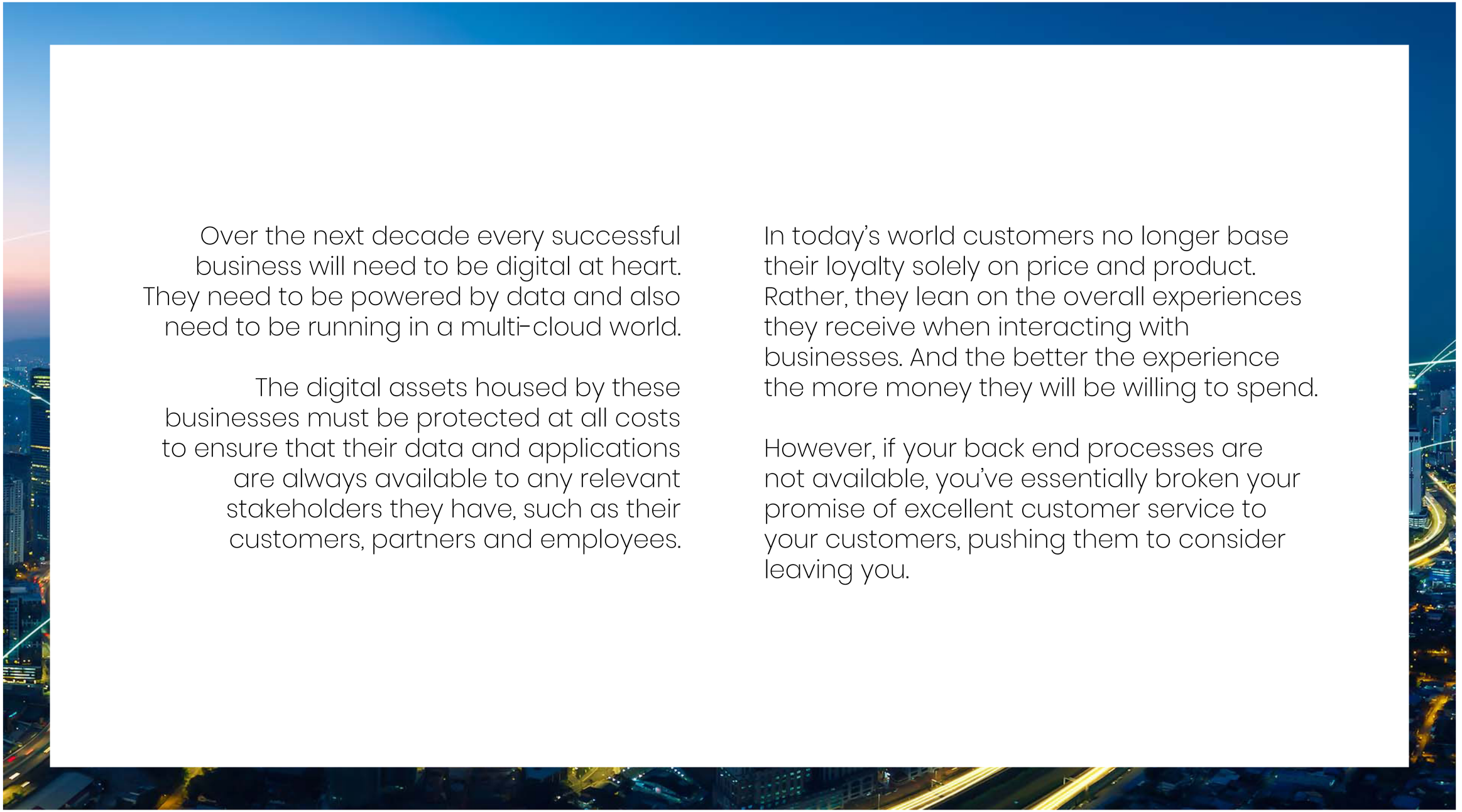
On the Road to Digital Transformation

Digital Transformation is the process of modify existing business processes, culture and customer experiences to meet changing business and market requirements.

The reimaging of business in the digital age is digital transformation.

–

SALESFORCE.COM



Over the next decade every successful business will need to be digital at heart. They need to be powered by data and also need to be running in a multi-cloud world.

The digital assets housed by these businesses must be protected at all costs to ensure that their data and applications are always available to any relevant stakeholders they have, such as their customers, partners and employees.

In today's world customers no longer base their loyalty solely on price and product. Rather, they lean on the overall experiences they receive when interacting with businesses. And the better the experience the more money they will be willing to spend.

However, if your back end processes are not available, you've essentially broken your promise of excellent customer service to your customers, pushing them to consider leaving you.

Chapter 1

Being Down Is No Longer An Option

Natural disasters, security breaches, machine or infrastructure failure, or even simple human error can stop a business in its tracks. No one can afford for their business operations to go down in today's fast paced, highly innovative and customer centric environment, so why run that risk?

Here's what you really stand to lose when you don't account for disruptions:

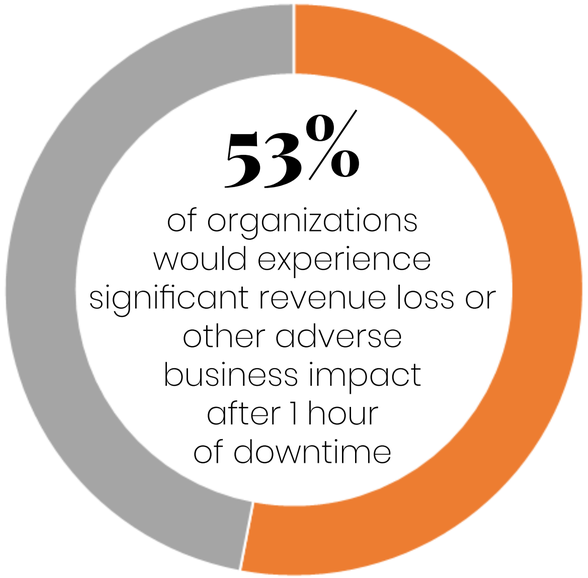
- Your Company's Reputation
- Damage to Customer Experience
- Lost Business
- Lost Opportunities
- Dips in Productivity
- Data Loss
- Breach of Data Compliance Regulations

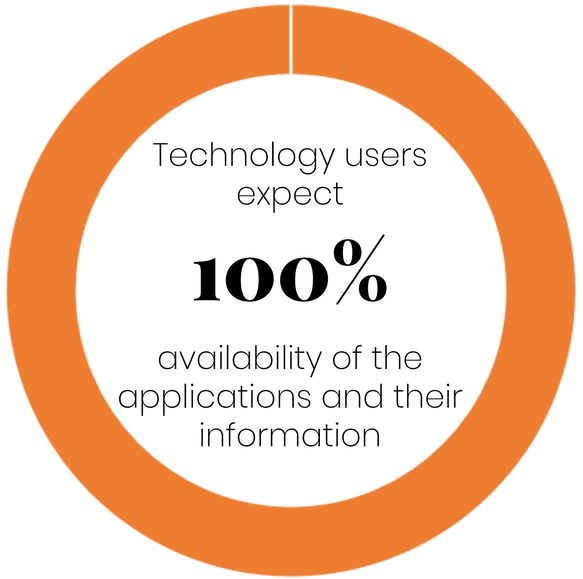
Why Is Resilience So Important?

It takes

18

months for data generated to double in size





Source: Enterprise Strategy Group via IBM, April 2011

Chapter 2

Disaster Recovery: The Old Way to Play

Many business enterprises are still focused on disaster recovery. They're focused on how quickly and completely operations can be restored after a disaster or downtime occurs.

While this may sound like a good idea, disaster recovery simply is not enough in our now 'always–on' world.

This approach to disaster management is geared towards the business taking a hit, and then bouncing back afterwards in the best way it can. Taking into consideration the various risks that are on the table, is this the strategy you really want to employ?

Recovery after the fact just isn't enough.

What people want is access to their data and applications when they need it, especially when disaster strikes. This no longer calls for disaster recovery, but rather IT Resilience.

IT Resilience is the new order, where core business functions continue to operate even in the face of a disaster.

Chapter 3

IT Resilience: The Core to Business Resilience

What does resilience mean in the context of digital transformation?

It means being prepared for any type of disruption, planned or unplanned, where the organisation continues to operate; enabling IT teams to remain focused on projects that actually drive transformation.

An effective IT Resilience strategy can actually accelerate transformation by proactively providing insights to more easily adapt to changes and hence prevent disruption.

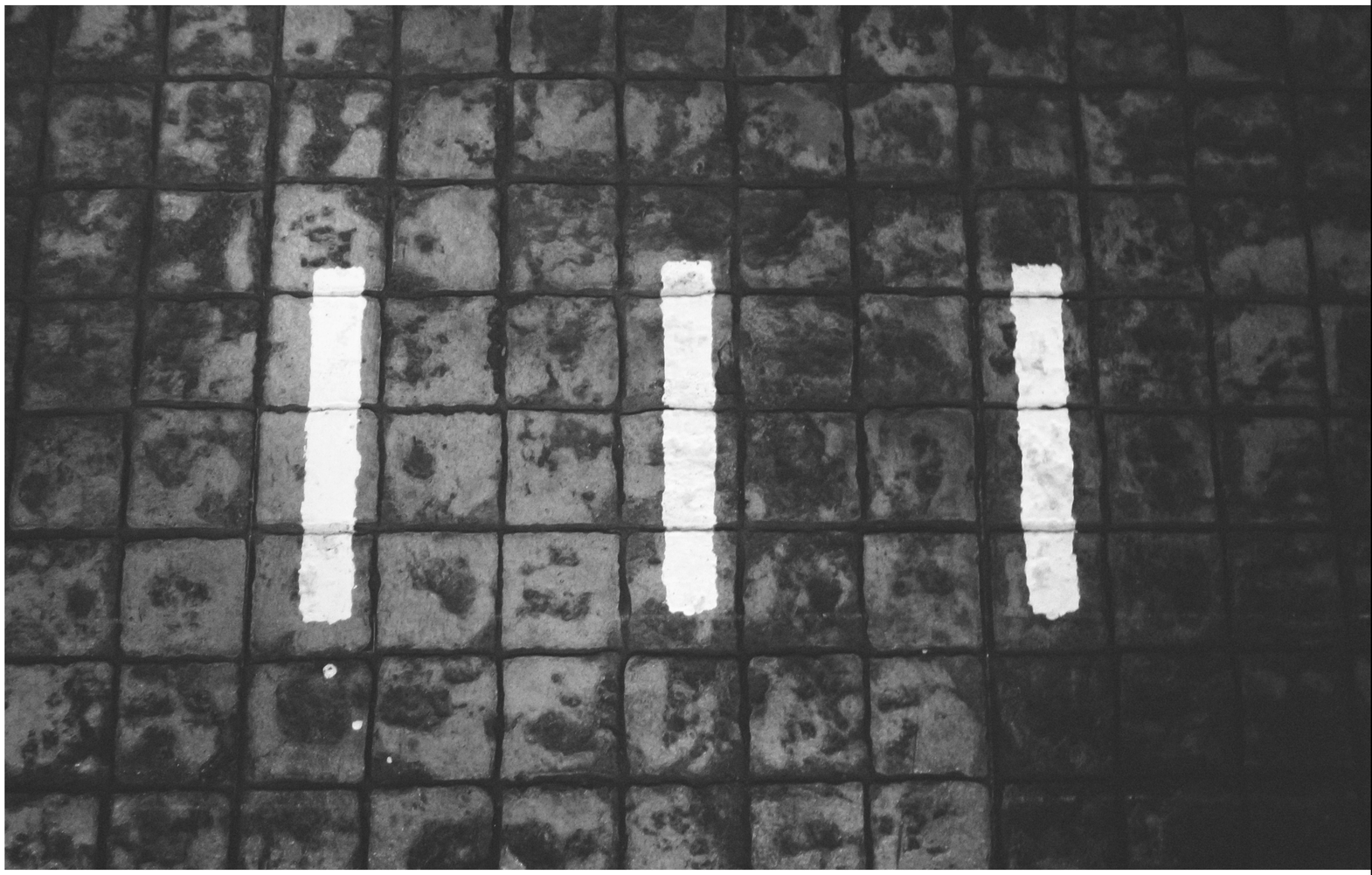
Chapter 4

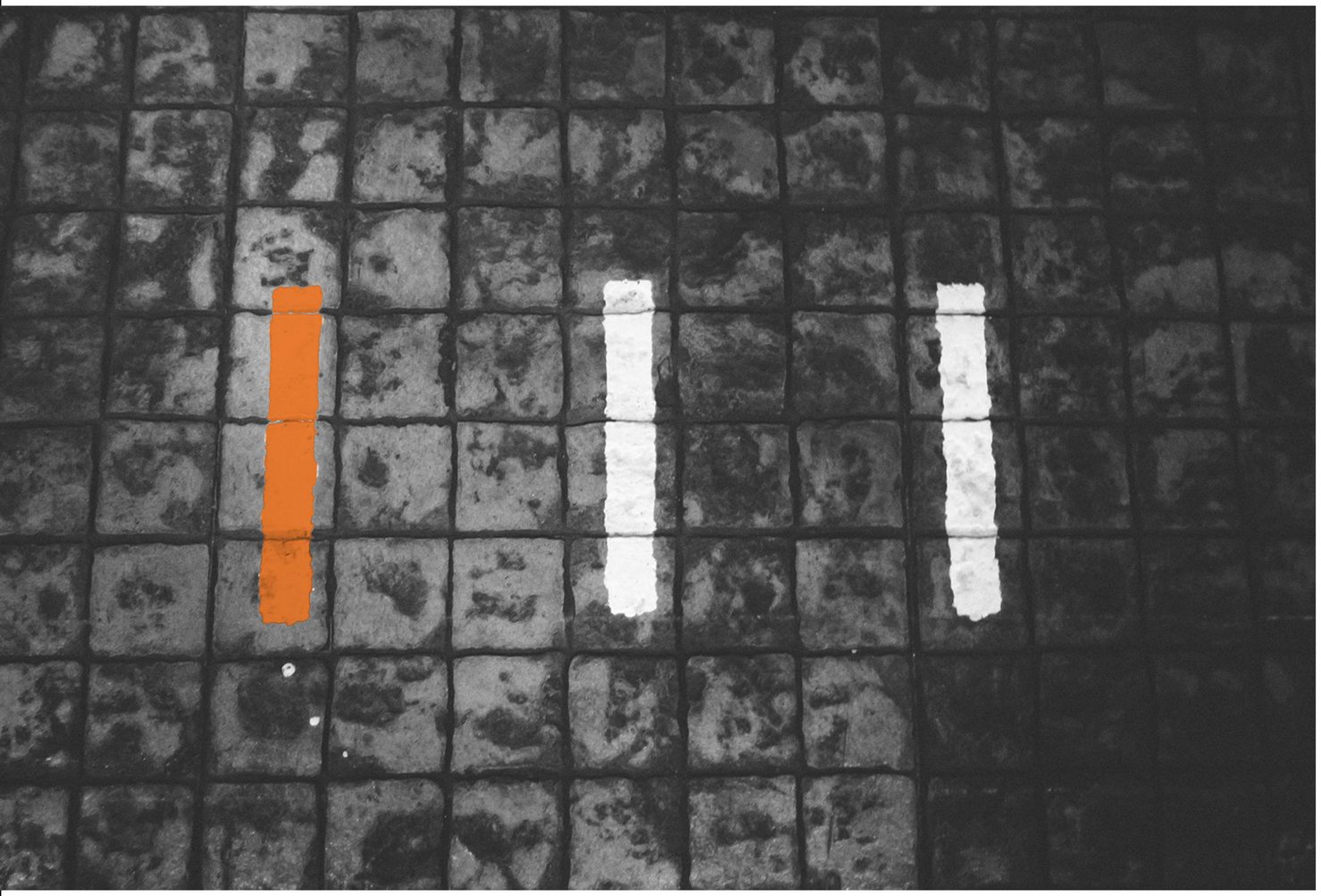
The Three Components of IT Resilience

Continuous Availability |

Easy, Seamless & Risk-Free Workload Mobility |

Multi-Cloud Agility |





1. Continuous Availability

In this online world of the ‘always-on’ customer experience, there’s no room for downtime. No matter what happens. Be it a cyber attack , natural disaster or planned outage, all stakeholders need to stay ‘on’ and protected against any disruption if they want to stay ahead of the pack in their respective industries.

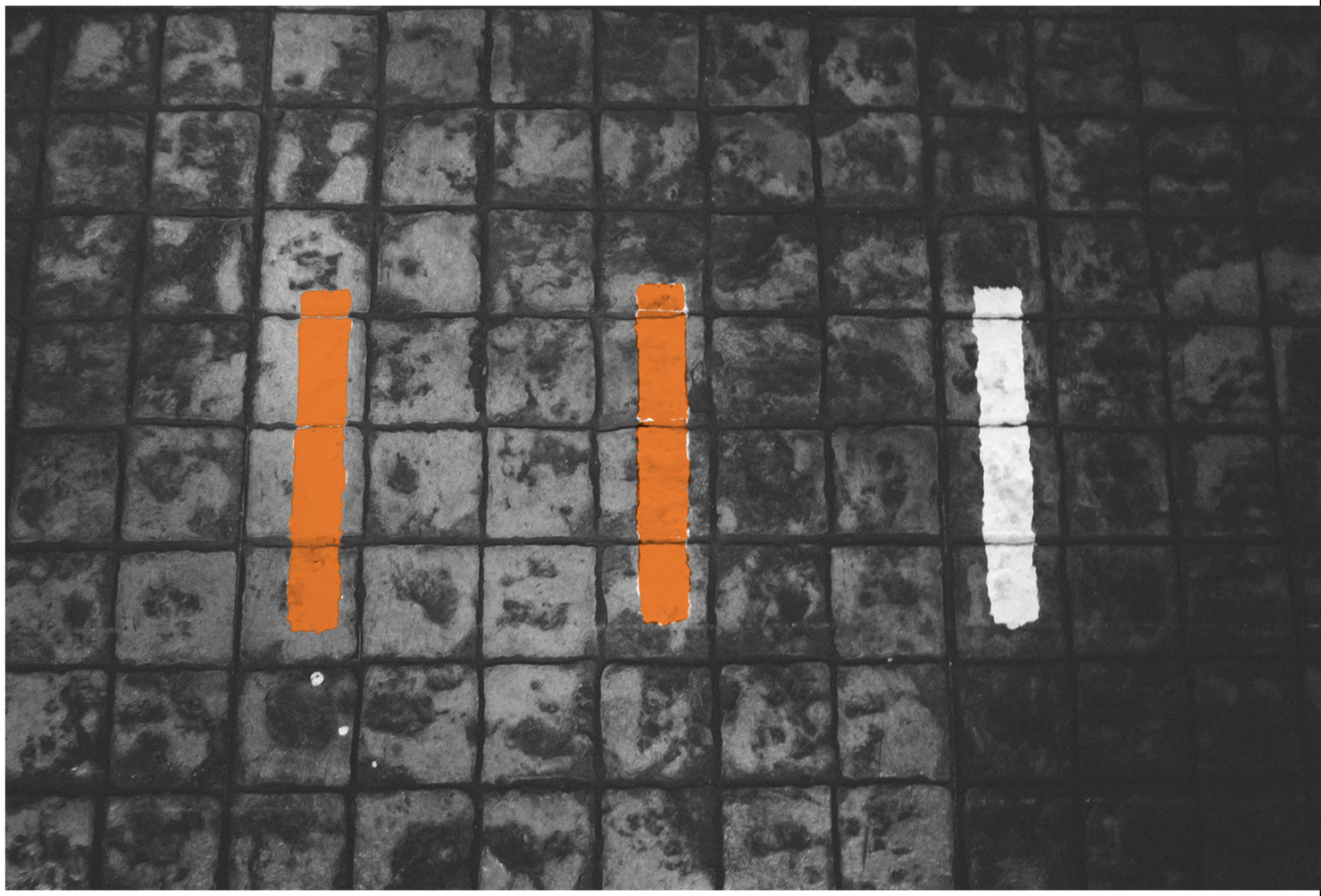
Periodic data and application backups that only provide a snapshot in time, are not compatible with today’s demands of RPOs measured in seconds and RTOs measured in minutes.

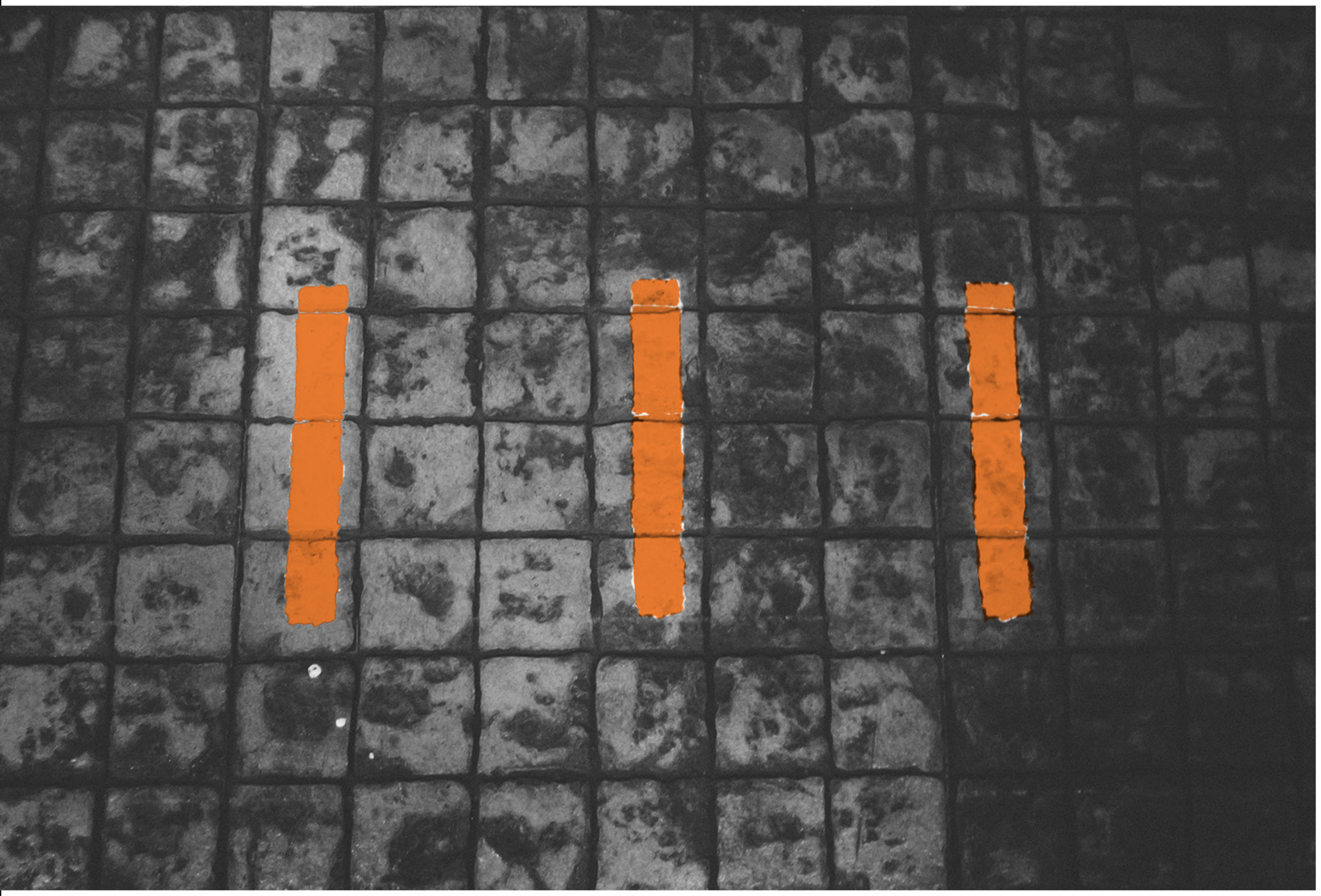
2. Easy, Seamless & Risk-Free Workload Mobility

In a truly resilient IT infrastructure technical teams have the flexibility of choosing the best place to run their applications and workloads. They can then easily move those same applications and workloads at anytime to any location all while keeping them fully protected.

This activity can be anything from migrations, to M&A consolidations or a new initiative being rolled out.

True resilience makes extending data centres to the cloud without compromising on security very simple.





3. Multi-Cloud Agility

Housing your entire infrastructure on premise keeps everything under your control and teams that implement this kind of system typically have robust security, albeit at a higher cost.

While the public cloud brings the advantage of lower cost. Utilizing public cloud technology, however, has security challenges you must consider.

Understanding the economics and cost efficiencies among cloud based environments and being able to automatically move workloads to the most efficient cloud enables you to take advantage of market changes and fluctuations in pricing and delivery, while keeping the performance of your entire organization up.

The Problem

Becoming IT Resilient is no easy feat.

The systems that are available on the market are complex, with many inter-dependent and evolving components.

The project cost of equipment alone, even for a mid-sized company, can seem daunting. Not to mention the human resource costs to recruit and keep a trained team of experts, plus security to keep the system protected and operational.

Would you go out and try to build your own power plant, or would you prefer to simply take a service from a secure and stable provider with proven world class technology?

If this service is significantly less expensive than if you were to build your own, this decision is a no-brainer.

The Solution

Let's look at it in another way.

Info Exchange has developed an IT Resilience

solution for business: **ITRaaS™**

ITRaaS™

Delivers an "**always-on**" customer experience, no matter what planned or unplanned changes happen in your infrastructure.

INFO EXCHANGE

SMART TECHNOLOGY. BETTER BUSINESS.

Let's Get Started.
Call **876 931 9552,** or email:
support@infoexchangeja.com