

# DISASTER RECOVERY AS A SERVICE

A trusted partner for rapid recovery when you need it most

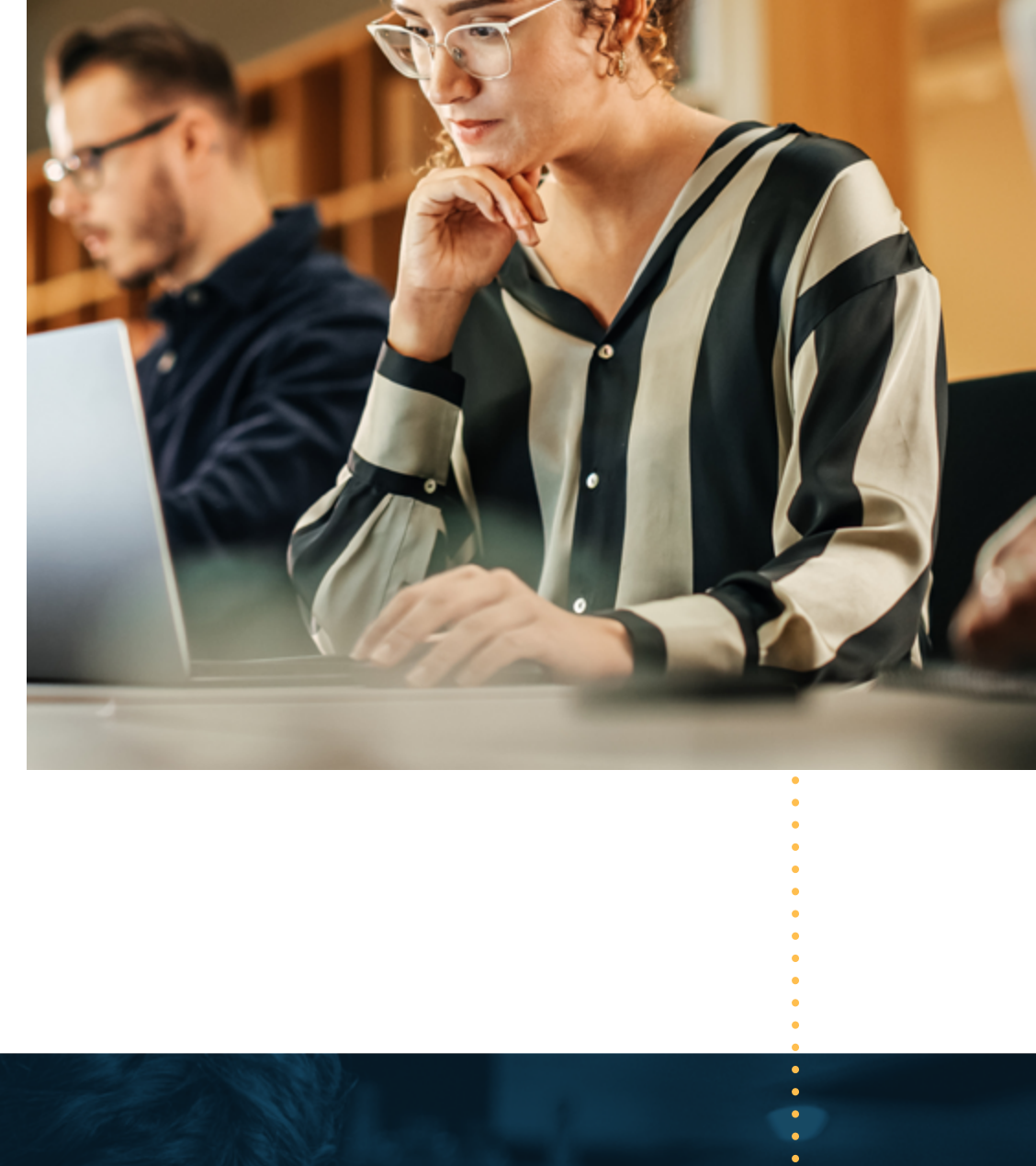
■ harbor

## HANDLING TODAY'S THREATS WITH CONFIDENCE

Today's businesses operate in a world where data threats are as varied as they are persistent. The physical world is unpredictable, and fires, floods and power outages are just a few of the physical challenges that could unexpectedly pause your operations. Unlike cyber attacks, these threats can directly affect your existing infrastructure. That's why having a disaster recovery plan is crucial, not just to protect against disasters, but to ensure you have a safe, secondary site ready to keep your business moving forward no matter what.

At the same time, overly complex supply chains and the reliance on third-party vendors add layers of vulnerability, and the risk of human error cannot be overlooked. Although regulations for data protection provide a framework for security, they also bring challenges to compliance. These risks, including those arising from advancing technologies like AI and IoT, require businesses to remain vigilant and adaptive.

We understand the pressures and the stakes. With 74% of all data breaches resulting from human error, misuse, intentional acts, or use of stolen credentials<sup>1</sup>, the value of an effective disaster recovery plan has never been clearer. A prepared business is resilient, able to bounce back quickly, minimise disruptions and maintain business as usual. Harbor is here to ensure that your journey through this daunting landscape is secure.



# 51%

of UK businesses experiencing data loss from hardware failure<sup>2</sup>

## WITH YOU ON THE JOURNEY

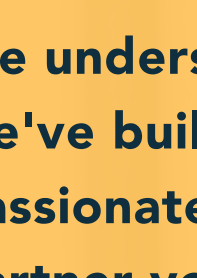
With 51% of UK businesses experiencing data loss from hardware failure<sup>2</sup>, being prepared is no longer optional, it's essential to stay in business.

An effective disaster recovery plan protects you against the unexpected, ensuring minimal disruption and rapid recovery, with 96% of well-prepared businesses recovering fully after an incident<sup>3</sup>.

Harbor is dedicated to creating disaster recovery strategies that empower your operations. Our goal is to provide you with peace of mind, ensuring that your business thrives under challenging conditions.

## ADDRESSING CHALLENGES HEAD ON

Data is more valuable than currency in today's business world, and uptime equals customer trust. Disaster recovery isn't just a technical necessity, it's also a strategic one. However, many organisations struggle with the fundamental challenges of disaster recovery. These challenges are multifaceted and often stretch resources thin, which puts a strain on budgets as well as the resources tackling them.



We understand these challenges because we've built our expertise around them. We're passionate about providing solutions and being a partner you can lean on. We believe in making disaster recovery not just an aspect of your business strategy, but a seamless and stress-free part of your operational resilience. Our mission is to turn these potential pitfalls into stepping stones for a resilient future, ensuring you have a disaster recovery plan that's as reliable as it is refined.

### DATA CENTRE COSTS

When dealing with data centres, expenses can persist from the initial hardware investment to ongoing operational costs like power, cooling, and staffing, posing a considerable burden on any business's finances.

### IN-HOUSE RECOVERY EXPERTISE

Building and maintaining an internal team with deep disaster recovery expertise is a tall order. It's a discipline that demands constant learning and agility, as well as the ability to anticipate and react to the ever-evolving nature of cyber threats. This expertise is hard to come by, and it's also hard to keep.

### LACK OF CONTINUITY PLANNING

A startling number of businesses find themselves without a viable business continuity or disaster recovery plan. Without a strategic roadmap, disasters, hardware failures or power outages can cause prolonged downtime and irreversible business damage.

### LEGACY SYSTEMS

Outdated technology can significantly hinder your disaster recovery efforts. Older systems often mean slower response times, compatibility issues and a greater risk of failures – all of which lead to a slower recovery time.

### GENERALIST MSPS:

Depending on a managed service provider lacking specialisation in disaster recovery can create a deceptive sense of security. Disaster recovery requires a dedicated focus—it's about partnering with a provider that's not only responsive but also proactive and proficient in the latest recovery techniques.

## UTILISING YOUR DISASTER RECOVERY STRATEGY

Disaster recovery is vital to business continuity. At Harbor, we leverage our experience to ensure that your operations can quickly bounce back. Our commitment is to provide you with a resilient disaster recovery strategy, keeping your business moving forward no matter what.

An effective DR strategy delivers a number of major benefits for your business and provides a plan to test against:

#### Confidence and assurance

It provides the confidence and assurance that your data and systems will remain accessible and operational in the event of unexpected disruption.

#### Protection and security

It protects your data from loss, corruption or unauthorised access.

#### Adaptability and scalability

It adapts and scales with your business, as IT infrastructure and services evolve and move between on-premises, cloud-based and hybrid solutions.

#### Minimal downtime, maximum impact

It minimises downtime and impact, enabling you to resume operations swiftly and get back to normal, which in turn reduces any negative effect on customer trust.

#### Regulatory compliance

It ensures that you continue to meet any regulatory and compliance obligations regarding necessary data protection and disaster recovery measures for your sector – which in turn makes activities easier to monitor and audit.

#### Cost-effectiveness

It dramatically improves the cost-effectiveness of your DR process, by creating a robust, rigorous end-to-end process.

## DRAAS: EFFICIENT DISASTER RECOVERY, WITHOUT THE HASSLE

Our Disaster Recovery as a Service (DRaaS) model is designed to let your business thrive, free from the worries of the unexpected. It encompasses all the essential benefits of disaster recovery, while also offering the reassurance of an accessible managed service that constantly protects and monitors your data.

Designed to focus primarily on real-time replication monitoring, DRaaS ensures swift and seamless recovery from disasters. Diligent data backup, replication, and failover processes restore your critical systems quickly in an alternative location or environment, so they can function normally while you are repairing the ones affected.

Plus, the 'as a Service' element adds additional layers of protection and expertise that safeguard you even more comprehensively: for example, by preventing cyber threats from compromising your backup data; keeping your critical information as the top priority in any recovery strategy; and proactively performing replication monitoring and threat detection to address potential issues before they impact your data in the first place.



**Peace of mind:** With constant vigilance, your data is protected and immediate action is taken when necessary.



**Smooth recovery:** We guide you to a quick recovery, minimising operational disruptions and restoring your business to normality.



**Expertise and protection:** Harbor's expert services deliver cutting-edge solutions that prepare and protect your business from future risks.



**Cost Effectiveness:** We can help to reduce your operation costs by utilising our data centres, technologies and people, as part of your disaster recovery plan.

## HOW IT WORKS

Harbor Solutions will design, deliver, maintain and continually improve an enterprise-grade disaster recovery service that will ensure you can quickly recover your data, applications and systems should the worst happen.

Using our extensive experience and focused disaster recovery expertise, we can leverage best-in-class workflows and disaster recovery blueprints to protect what matters most to you.

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#### SERVICE IMPROVEMENT

Customers are migrating data more than ever before so it's critical to keep up with the changes. Through regular reviews and updates, we ensure our services are always at the cutting edge, providing you with the most reliable and effective protection against cyber threats.

1

#### DISCOVERY AND ASSESSMENT

We start by getting to know your current security stance. Do you have a recovery plan in place? What are your potential weak spots? We pinpoint the data and systems that are absolutely essential for your operation, ensuring we cover what matters most to you.

2

#### DESIGN AND BUILD

Our solutions are tailored to fit right into your business goals. We consider all technical and location-specific factors to ensure that the solution we design not only meets your current needs but also scales with your future growth.

3

#### IMPLEMENTATION

Our team works diligently to set up your cyber recovery solution. We keep a close eye on the process, from hardware procurement to recovery planning, making sure everything aligns perfectly with your operational flow.

4

#### SERVICE ASSURANCE

Once everything's in place, we're on guard 24/7. With constant monitoring and prompt responses to any alerts, we're always ready to spring into action. Should a cyber incident occur, we have predefined recovery protocols to quickly mitigate any impact and get you back on track.



Harbor's DRaaS platform is key to our infrastructure and IT operations. As a small team, we weren't familiar with the complexities needed around DRaaS and hadn't changed platforms in ten years, so this was a big move for us. Harbor put us at ease straight away, setting out to do what they had promised and providing us with expert support every step of the way.

**UK SPECIALIST: FINANCIAL ORGANISATION**

## SO WHY CHOOSE HARBOR?

Put the responsibility of your disaster recovery management on Harbor, and free up your team to spend more time doing what they do best. We'll manage the daily DR operations while you retain control over key business decisions. Our service is tailored to fit your unique needs, ensuring Harbor supports you every step of the way with trusted, customised solutions.



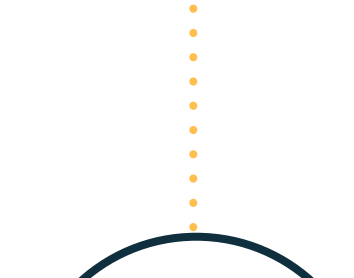
#### BESPOKE SERVICES

We specialise exclusively in backup and recovery, providing ISO-compliant, enterprise-grade services tailored to your business's unique needs.



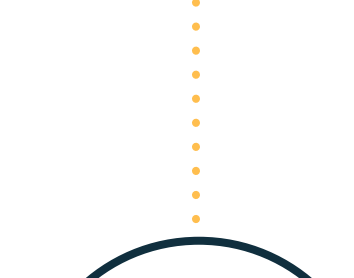
#### ADAPTABLE AND RELIABLE

Our services are flexible and scalable, tailored for each individual business, and we can recover environments quickly. We continuously evolve our services to leverage the latest technological advancements.



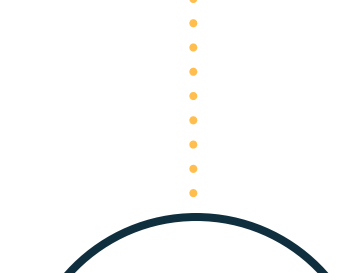
#### AROUND-THE-CLOCK SUPPORT

Our dedicated Service Management Centre delivers continuous, SLA-backed support and monitoring, ensuring your data protection and recovery needs are met 24x7x365 – with our commitment to going the extra mile, we're effectively there for you 25x7x365.



#### REPUTATION FOR RELIABILITY

Harbor has built a reputation for reliable, sector-agnostic service across a wide range of sectors, especially those that are heavily regulated.



#### EXPERT TECHNICAL GUIDANCE

Harbor's team of Technical Specialists and subject-matter experts provide guidance and hands-on management, ensuring your recovery solutions run smoothly.



#### COMPLIANCE AND SECURITY

With our strict backup and recovery operational processes, we ensure scalable, compliant and secure solutions, always staying on top of the latest technological advancements.



#### INDUSTRY-LEADING PARTNERSHIPS

We work closely with leading technology providers, to bring you collaborative solutions backed by a successful track record in both commercial and public sectors.

Arrange an informative, no-pressure consultation – and let's see where the conversation takes us.

<sup>1</sup><https://www.verizon.com/business/resources/reports/dbir/>

<sup>2</sup><https://m.digitalisationworld.com/news/66731/half-of-organisations-have-suffered-a-cyberattack-or-incident-that-prevented-access-to-data-in-2023>

<sup>3</sup><https://fininvolet.com/continuity/disaster-recovery-statistics/>

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