



iSQUARED
the power of information



Disaster Recovery Services

Managed Services Datasheet

Disaster Recovery Services

DATA PROTECTION SERVICES

Companies generate and maintain vast amounts of intellectual property and governance documentation. This information needs to be protected in case of system failure or other disaster. Losing data can put your business at risk of non-compliance and requires costly manual process to reproduce the lost files.

GOVERNANCE AND COMPLIANCE

In a highly regulated market digital record keeping is very important. Therefore, having the processes and technology in place will ensure compliance. iSquared has over a decade of experience in DR operations in the highly regulated finance and medical sector.

MONITORING AND ANALYTICS

Success in disaster recovery is the right balance of proactive maintenance to reduce the number of reactive incidents. Unplanned system failures could result in a DR event. iSquared run a world class Joint Operations Command Center (JOCC) which monitors:

- Datacenter (DOC),
- Network (NOC) and
- Security Operations (SOC).

This empowers our team of technologist to monitor and react to events that minimize the impact on user productivity.

ORCHESTRATIONS AND AUTOMATION

Business applications depend on virtual infrastructure working in harmony with physical hardware components. These elements require a large amount of planned, routine repetitive, administrative tasks. iSquared has built and implemented orchestration and automation tools in support of continuous operations. If disaster strikes the less human intervention required the better, but you cannot escape the need for specialist oversight.

“Build it resilient to outages, test the resilience and commit to continuous improvement”

James Beaumont CEO

DATACENTER OPERATIONS

Monitoring, managing and reacting to incidents in the datacenter can reduce the need to invoke DR. In many cases human error is to blame, these types of issues can typically be resolved with the need to invoke DR. Tight access control, power protection and environmental monitoring are needed to inform human oversight for decision making.

NETWORK OPERATIONS MANAGEMENT

Proactive 24/7 monitoring of local and wide area networks allows us to notify and react to network impacting events.

These could include failures such as:

- Undersea cable network outage
- Internet Service Provider (ISP) outage
- Last mile cable outage
- Customers local network outage

SECURITY OPERATION MANAGEMENT

Criminals are relentless, therefore in modern cyber resilience the implantation of tools alone is not enough.

A modern security operations center (SOC) will leverage:

- Best in class security tooling, as a service or customer supplied
- Internal security specialists proactively monitoring and alerting
- Security industry frameworks such as NIST and CIS



The 3-2-1 Rule for secure data protection is a great place to start

- ⇒ 3 copies or versions of your data to ensure you can recover from an incident.
- ⇒ 2 different media types, do not rely on a single device have an external backup appliance.
- ⇒ 1 backup that is kept in an offsite location.

DATACENTER OPERATIONS

DATA PROTECTION

Data protection isn't limited to technology building blocks. Specialists are required to perform the daily tasks to ensure, backups are completed, recoverable and located in the correct location. This applies to all backups on the daily, weekly, monthly and yearly schedule.

MONITORING AND ANALYTICS

Focused on management by exception at a specialist level, iSquared has built sophisticated dashboards to inform our decision making to reduce the number of declared disasters.

ORCHESTRATIONS AND AUTOMATION

Utilizing industry leading tools, configured by our specialists. iSquared automates and plans for disaster.

CLOUD MOBILITY

Being connected and able to quickly consume cloud services is vital when reacting to disaster where DR capacity becomes overburdened.

NETWORK OPERATIONS

MONITORING AND ANALYTICS

Network operations and the ability to redirect network traffic is both vital and highly complex. Loadshedding, human error and service provider incidents disrupt business operations. Therefore, building resilient networks monitored by specialists that that can react to failure is vital.

ORCHESTRATIONS AND AUTOMATION

When disaster strikes emotions are high and teams can become overwhelmed if plans do not exist and repetitive tasks are not automated. Our teams regularly run DR scenarios to ensure they are prepared and can react within the required service levels.

SECURITY OPERATIONS

GOVERNANCE AND COMPLIANCE

Protection of personal and sensitive corporate information is good business practice. Customers need to know what they must protect and ensure data protection tools and strategies align to their requirements.

CLOUD MOBILITY

Cloud consumption has become so easy, download the app and share all your sensitive information. App developers use these apps to harvest information to monetize either legally or use the information for nefarious things. While apps like these can be business enablers the security risk must be considered. iSquared specialists interact with numerous cloud providers and have access to tools that monitor and assist in reducing these risks.

SUMMARY OF ISQUARED DISASTER RECOVERY SERVICES

With nearly two decades of specialization in building, running and upgrading high-availability data centers. iSquared is a skilled technology partner to protect your digital assets. We provide a range of data protection services, we can run your DR operations including recovery sites to continue business operations. We manage our own datacenter assets and have access to several leading co-location facilities such as Teraco, Africa Datacenter, Cybernest and Vodacom Business. Enabling recoverability from a disaster is our top priority.