# IT/Networking Support for Disaster Recovery

Servers and networks are the life blood of most businesses today.

Data is critical to the operation and hardware must function as designed to properly run the various web based and in-house server based applications of your enterprise. Hardware damaged by smoke, fire and water events can cause very serious harm to your expansive and critical data processing equipment thus affecting your business operation. We are here to assist you in your time of need to get your company back online.
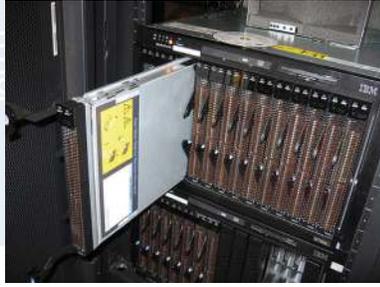
We have a comprehensive team of qualified and Certified technicians to handle your most sensitive data-center needs, from the personal PC to the complex WAN/Cloud Networks. We understand that the Networks Operations Center is the heartbeat of your business. Without it, critical functions like online payroll, web conferences, data backup, and restoring personnel files as well as your online presence is in jeopardy. With our qualified team and resources, we can work with your IT to get back up and running.

We work with your current IT department to get into the details of how things are interconnected, and get a big picture scope of operations. We also understand that some businesses just use IT for their operations, and others are IT departments themselves. From compre hensive telecommunication businesses to a small web based presence, we can interact with your IT department to ask the right questions and get things back up and running. Proper planning and documented processes and procedures can be vital for any IT department to make recovery as efficient as possible. Since we are independent of your day to day projects, we understand the need for security as well as what is needed to get working. Before we touch the equipment, we make sure we get an understanding of the equipment involved.

Pre-Planning:

What steps have already been taken before the disaster? What do we have to work with and what the starting point of a project is can be determined with some network research. How are things are interconnected and configured? What is the Current network diagram? How are servers mapped and identified? Other questions we ask and look at:

- Operating systems, memory, storage capacity
- Current router and switch configurations as well as port mapping and wiring schematics
- Circuit build outlays. Diverse? Redundant? We will investigate.
- Current data backup and recovery procedures
- QOS bottle-necking of throughput? Port security? Circuit Testing procedures?
- Core network setup
- Software Licenses up to date? Secured?
- Critical and priority systems, identifying each piece of equipment.
- IOS versions
- Firewall installs
- User name and password verifications, breakout passwords and firewall verification.
- SAN setup -WAN/Cloud access - Equipment upgrades
- Virtualization in place can be done in place.

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Is your network safe?

What level of security is currently in place? We can help with different levels of security tools, from encrypted passwords to biometrics to secure access lockouts.

These are but a few of the questions we ask the IT department. We work hand in hand with your IT team to get you up and running. We can work with the various departments that are considered "IT", from networking, sever administration, database, programming, help desk, support services, website, and other specialized services. We understand that day to day work involves many teams, and the comprehensive view of IT can be as simple as one workstation, to as complex cross-platform international WAN with many users.

We also understand the sensitive nature of the business at large, and we work with the customer in all aspects of the disaster. We can provide suggestions on any improvements from our site investigation. We also provide follow-up services and possible enhancements and suggestions on a post-disaster recovery process. With your IT needs, we can ask questions for further enhancements of your business for future results. We are not just IT people, we work hard to build a long lasting relationship, to be there for the future needs of your business as well as servicing potential needs.

We know that disaster can shake up a a business. Some situations are very sensitive and people can be shaken up from these experiences. We can be of assistance and help keep things on track. Sometimes disasters challenge the confidence of the IT team. With our professionalism and service oriented perspective, we are here to help you every step of the way to get you back to operations. This is your network, your operations, and your company. You worked hard to get to where you are, so let us help you get that back as best we can. When disaster hits, we are here to provide a helping hand in anyway we can.

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