

DISASTER RECOVERY AS A SERVICE (DRaaS)

Infrastructure



Managing an ever-evolving IT environment requires specialized skills – especially when production or business-critical systems must remain online without disruption. Our comprehensive next-generation Disaster Recovery Service is backed by more than 20 years of managed services support experience. Enlisting CDW, a proven and trusted partner, will ensure your organization's critical applications and data are protected in the event of a disaster.

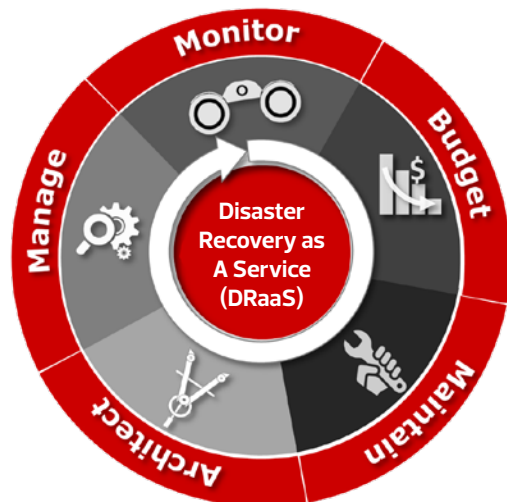
CDW's Disaster Recover as a Service (DRaaS) allows your business to tap into resources and tooling that will help bring awareness and a sense of comfort to the business. Your IT teams can focus on providing value in other areas and feel confident that CDW is managing replication into your DR environment.

WHAT WE DO

CDW, as your trusted advisor, takes the lead role in the execution of your organization's managed DR Environment. Our service management team will lead you through our onboarding process to understand your requirements and goals for your managed DR solution. We remotely and securely use our enterprise-class tools to set up monitoring, patching and configuration for your critical disaster recovery infrastructure.

MANAGING THE RIGHT SOLUTION

CDW's architects, consultants and engineers provide the day-to-day management, so that you can focus on business performance, not technology management.



Your organization can enjoy the benefits of DR as a Service, including:

- A CDW-maintained Disaster Recovery platform
- 24x7x365 live agent response, monitoring, management & proactive incident resolution and escalation
- Allow critical IT resources to focus on the day-to-day business while CDW monitors and maintains the disaster recovery infrastructure to ensure your critical systems are protected

OUR COMMITMENT

- DRaaS provides the day-to-day management of replication of systems into a DR site for customers. CDW provides the expertise and knowledge to provide management over the replication infrastructure and ensure your data can be recovered for devices in scope
- CDW operates a 24x7x365 National Operations Centre (NOC) to act as a single point of contact for customers experiencing issues with any CDW Managed Service. Customers can log tickets via telephone, email, or an online portal
- Our NOC team is more than a point of contact; we are monitoring and providing incident response & resolution around the clock. Whether they solve it directly, engage our senior team through on-call or work with vendors directly, our team ensures your critical infrastructure is supported

CDW's full lifecycle of Services can support your business no matter where you are on your journey:



SERVICES OVERVIEW

MANAGED SERVICES	Essential
Health Monitoring and Alerting Ensure the availability of the recovery site and monitor for any interruption to the replication jobs.	✓
Environment Replication Management Ensure replication of critical systems is set up to meet the RTO and RPO of the business	✓
Replication Issue Resolution Ensure continuous protection by resolving any issues 24x7x365.	✓
DR Runbook Management Maintain and be ready to execute the DR procedures once a disaster is declared.	✓
DR Execution Management Ensure communication and technical resources are ready to work with the client's team whenever a disaster is declared.	✓
Annual Recovery Testing Prepare and test for a disaster situation. Learn and update DR runbooks to make a DR declaration more manageable.	✓
Operational Reporting Monthly set of reports detailing the availability of systems and an overview of tickets processed. (Incident, requests, changes).	✓

SUPPORTED REPLICATION TECHNOLOGIES
Azure Site Recovery
Zerto
Commvault Live Sync

CERTIFICATIONS

Our service is designed to ITIL best practices. In addition to ITIL, COBIT and other certifications held by our team members, our practice is certified and compliant with:



DISCOVERY

Technical workshops and assessment of the environment.



ONBOARDING

Managed Services set up, process training and support overview.



GO LIVE

Cutover to CDW's DRaaS.

For more information, contact your CDW account team at 800.972.3922 or visit [CDW.ca/datacentre](https://www.cdw.ca/datacentre).



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