

# Quest STRATEGIC ADVISOR

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Quest | CASE STUDY

## Introducing Quest's Business Resumption Center

Most business disruptions are short-term events. Which is why the majority of organizations are prepared for disruptions that last no more than seven days.

This, according to Gartner research vice president Roberta Witty, "indicates a huge hole in those organizations' ability to sustain business operations if a regional disaster strikes."



Citing what she calls "enormous negative impact on revenue, reputation, and brand" when businesses suffer longer disruptions, Witty believes being prepared means having the ability in the face of regional disaster to sustain operations for *at least 30 days*.

Having a plan to move data and key systems off-site and away from areas affected by a disaster is not enough—even if that plan is well-established, regularly updated, and exercised.

For a business to operate effectively for more than a week when its facilities are unusable, it must also be prepared to move people. Employees need a safe place from which to access systems, data, and communications facilities in order to resume customer service and other operations.

"During an emergency, a remote data center located on the other side of the country might be difficult to reach," says Mike Dillon, Quest's Chief Technology Officer. "It would also be time-consuming, and that could seriously jeopardize the resumption of business."

The Center is strategically sited at one of the most seismically stable and secure locations in California: the former site of McClellan Air Force Base. After long service as a military installation, McClellan's 16 million square feet have been converted into the largest business park in the United States.

This self-contained community

**BUSINESS RESUMTION CENTER** (Cont.on p.2)

### THE BOTTOM LINE

Businesses and organizations now have a real solution for getting their data, systems, and people back to work during a longer-term disruption.

### McClellan: a safe, strategic location

That's where Quest's new Business Resumption Center comes in. Quest's 24 x 7 x 365 Business Resumption Center accommodates everything a business needs to function during an extended disruption—people, systems, data, communications infrastructure, and the uninterrupted delivery of Quest's Managed Services.

### IN THIS ISSUE

From earthquakes to commonplace power outages, disruptions to business can be managed by any sized business or organization.

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**BUSINESS RESUMPTION CENTER** (Cont. from p. 1)

boasts a wide range of amenities, including running trails, a day care center, parks, and an expanding retail area. It also has one of the most advanced fiber optic cable and redundant broadband infrastructures in California.

"Analysts recommend that companies look for Business Resumption Centers that are within driving distance, but outside of their main area of risk such as for earthquakes, flooding etc.," Mike points out.

**Secure, state-of-the-art facilities**

Quest's Business Resumption Center provides what an organization needs to be able to function during a longer-term disruption.

Housed in rock-solid buildings made of fully-reinforced concrete in the shell, roof, and floor, Quest's Business Resumption Center facilities are secure and state-of-the-art. Redundant communication pathways into opposite ends of each building provide additional backup.

Since internal offices are fully adjustable, Quest can customize space to meet a company's specific end-user, management, and executive needs while ensuring significant savings on capital expenditures. From basic floor plans that include cubicles, phones, faxes, and call center services to fully-appointed command and control centers with adjacent data cells and robust network equipment, Quest can design and install workspaces to meet individual customer requirements.

**Viability and peace of mind**

In addition, Business Resumption Center facilities can be accessed from afar. McClellan's 11,000-foot airfield—once used by the military—is now available to large and small aviation users,

FROM TIM BURKE...

**Cookie cutters and best practices don't mix**

**W**e hear a lot about best practices and how important it is to identify them and build those processes into the business. The truth is that every successful organization develops best practices—it's simply not possible to remain competitive without doing the best you can.

So why, when it comes to business continuity planning and disaster recovery (BCP/DR), do so many organizations shelve their own carefully developed best business practices to make themselves fit some disaster recovery vendor's pre-conceived, cookie-cutter BCP/DR solution?

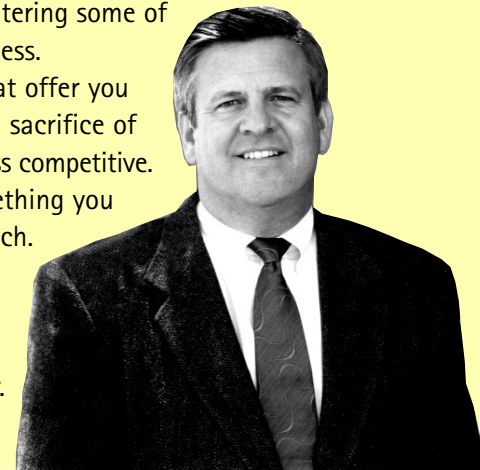
**The flexibility to stay competitive**

Unfortunately, while this cookie-cutter approach to BCP/DR may be a best practice for vendors, it can mean the end of many of the best practices of their customers. Choose their model and you'll need to make your business fit that model, which may well mean altering some of your time-honored ways of doing business.

Happily, there are alternatives that offer you effective BCP/DR without requiring the sacrifice of the best practices that keep your business competitive.

It's called *flexibility*, and it's something you won't find with a cookie-cutter approach.

If you're thinking about BCP/DR, make sure your vendor works to incorporate your best practices. Don't settle for being squeezed into a cookie-cutter.



including charter planes and corporate jets. McClellan also has a working railroad that traverses the property and is minutes from several major highways.

Nearby is a wide variety of short-term and long-term housing options—from dormitories to single-family homes. McClellan offers stores, banks, restaurants, and a fitness center as well as a full-service hotel occupying 20 acres of manicured grounds, complete with swimming pool, restaurant, and 30,000 square feet of meeting and conference space.

"No one wants to gamble with their

company's future," notes Quest President and CEO Tim Burke. "No one has to, because we're offering a cogent, end-to-end solution that secures data and key systems off-site to ensure a company's viability—and provides peace of mind that a company's people will be well taken care of in the event of an emergency."

Call today for a tour of this exciting facility! See for yourself how a flexible design allows Quest to easily customize the space to meet the specific needs of your business.

## The Reach of Quest's Managed Services:

# The people, processes, and technologies you need to stay in business

Information technology might be an essential tool for doing business, but chances are there's a limit to how much time you want to spend managing it. Quest understands that. Our highly flexible Managed and Professional Services, available at your site or from our secure data centers, enable you to choose the degree of control you want to maintain over your day-to-day IT operations.

### Support and flexibility at technology's leading edge

In addition to wireless, system performance, telecommunications and transport, technical staffing, and IP video surveillance, Quest's Managed Services include

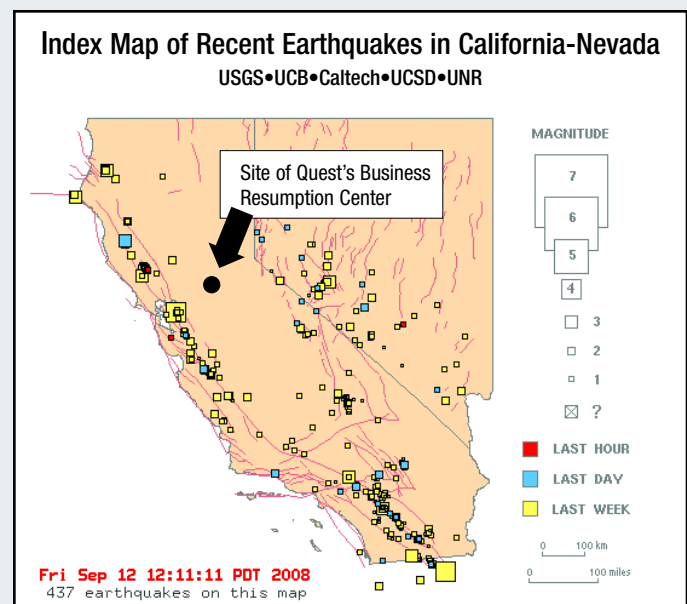
- \* **Business Continuity Planning and Disaster Recovery** to safeguard your systems and data should an interruption require data changeover, recovery, or retrieval
- \* **Replication Utility Services** able to replicate your systems in their entirety, including the ability to synchronize historical email and data so you can run your applications as if nothing has happened
- \* **Data Storage** so you're assured your data is backed up as planned and can be restored as required
- \* **Server/Application Management** that leverage Quest's remote management, monitoring, security services, and 24/7 crisis support to ensure the availability of your critical servers and application resources
- \* **Network Management** to optimize your existing infrastructure and applications with accurate data, testing, and custom reports
- \* **Managed Security** that provides 24/7 incident protection for your networks, servers, databases, and applications
- \* **Managed Email Messaging** that brings you all of the capabilities of Microsoft Exchange 2003 without the time, resources, and licensing costs of investing in an Exchange system
- \* **Anti-Virus** based on the latest protection and virus scanning technologies so your user data is protected

- \* **Anti-SPAM** so unwanted spam never impacts your mail server because it never reaches your corporate network
- \* **Managed Remote Access** giving you the ability to manage, monitor, and secure employee access to the corporate network using the latest in remote access technologies, such as IPSec and Web-based SSL VPNs.

Should you ever need to use Quest's Business Resumption Center at McClellan, California, our various Managed Services will be available to your business without interruption, so you can stay in business and your employees can continue to do their jobs.

## DID-YOU-KNOW?

- The Great Southern California ShakeOut Drill, the largest earthquake drill in U.S. history, is scheduled for November 13, 2008. The Earthquake Country Alliance is hoping to get five million participants. To take part in the ShakeOut exercise, go to [www.shakeout.org](http://www.shakeout.org).
- There are no faults in the Great Valley, thanks to a change in plate tectonics 15 million years ago. According to the US Geological Survey, instead of the ocean plate diving down under the North American plate, it began to slide along it.



Coming in the next issue of *Quest Strategic Advisor*:

## Case Study of University of the Pacific

# What's New...

According to a recent study conducted for Emerson Network Power, a unit of Emerson Electric, small businesses in the U.S. have a power problem.

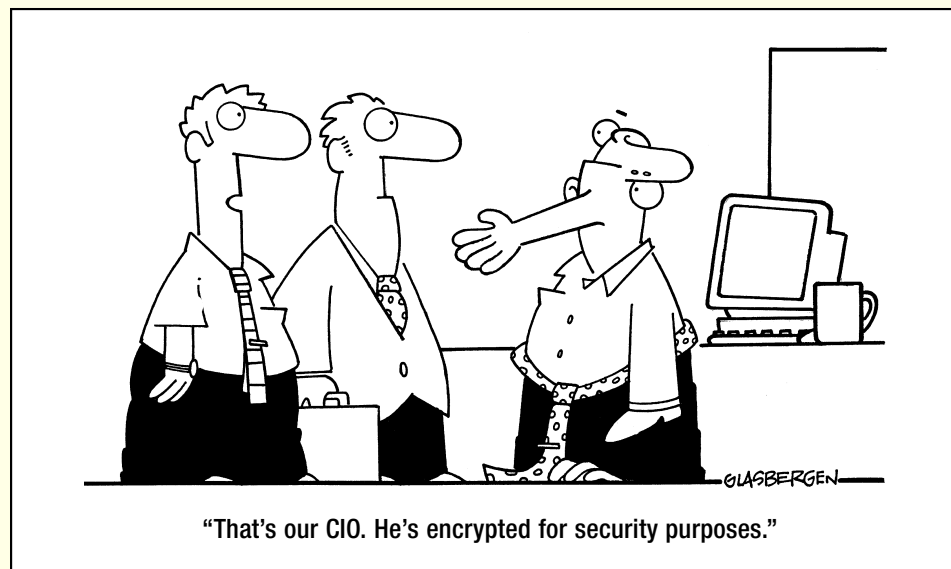
Power outages, the study reveals, are a commonplace event in the U.S.: 79 percent of the 450 executives surveyed said their firms experienced at least one power outage in 2007, and 29 percent experienced three or more.

Although a majority of those surveyed believe U.S. businesses experience less loss of electrical power than those in other developed nations, they are wrong. According to the Electric Power Research Institute (EPRI), the average U.S. power company customer loses power for 214 minutes each year. That compares to

- 70 minutes in the United Kingdom,
- 53 minutes in France, and
- 6 minutes in Japan.

What's more, the average Japanese customer loses power once every 20 years, while the average U.S. customer loses power once every nine months, (excluding hurricanes and other strong storms).

Even so, 61 percent of those surveyed do not have backup power supplies—though 62 percent of those with a business continuity plan do.



## IN THE MEDIA ROOM

Visit <http://www.questsys.com/media.html> for:

### PODCASTS

**QUEST ON THE RADIO:** Download the podcast on Quest's Threat Review Process.

**PCI Compliance podcast:** Join (Co-Hosts) Scott Draughon (My Technology Lawyer) and Oliver Rist (InfoWorld) as they interview Mike Dillon (Quest CTO) and Jon Bolden (Quest Director of Professional Services) about PCI (Payment Card Industry) compliance.

### VIDEOS

**Who We Are:** Colleagues describe achieving business systems success with Quest's help.

**Business Resumption Center:** Tour the self-contained community where your employees will live and work after disaster strikes.

**Data Security:** FBI, security experts and your peers talk about in-depth security issues and how Quest can help protect your company.

**HCIN:** Quest uses VoIP and Video Technology to help Health Care Interpreter Network (HCIN) design a workable language interpretation solution.

**Business Continuity Planning/Disaster Recovery:** More than 25% of businesses damaged never recover from natural and/or man-made disasters. Ensure your future.

**Overview of Quest's Infrastructure Services:** Wireless, Broadband, Fiber-optics, Fiber Splicing, Infrastructure Cabling and more.

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