



A Chain of Global Recovery Centers

Disaster Recovery and Business Continuity Management Services

An Overview



Omnitech InfoSolutions Ltd.

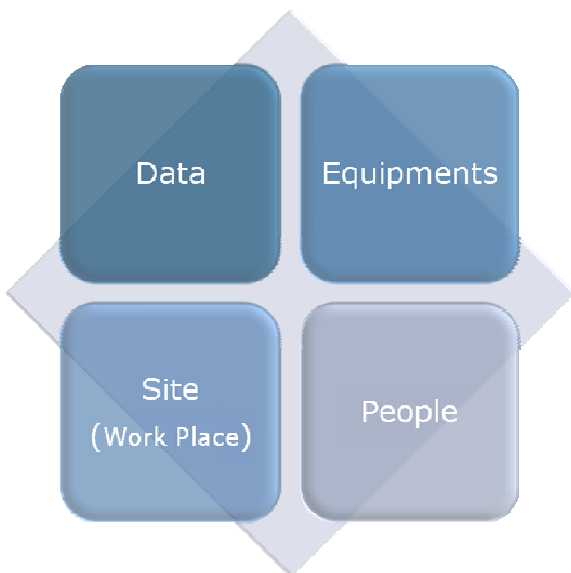
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Introduction

As companies increasingly need a competitive edge to maintain profitability and stay in business; improved availability and outage avoidance become vital to their success. More and more firms operate in a 24/7 environment, where global operations are the norm.

In this environment, well-planned business continuity/ disaster recovery solutions become critical to an organization. The successful organization must see them as such, rather than as an afterthought. There is not only the need to prevent outages from happening by deploying high availability solutions, but also the need to minimize the effects of those incidents when they do occur. The goal is to be able to manage both planned and unplanned situations with minimal disruption.

Omnitech InfoSolutions is a pioneer and a leading provider of Information availability and business continuity services, helping to ensure that clients have access to their business critical information systems. Omnitech provides proactive planning, management and auditing services for critical IT infrastructure in order to ensure total resilience and reliance against any disaster.



Omnitech offers a portfolio of Compliance Assurance Services, Business Continuity and Business Availability Services. These services address resilience for Data, Equipments, Site (Data Center & Workplace) and People enablement. These services are delivered thru Omnitech's well experienced & skilled consultants and **OmniCenter™** - a state-of-the-art chain of DR Sites, are key differentiators of Omnitech in DR/BCP space. Omnitech is a pioneer in setting up a chain of Disaster Recovery/ work place recovery sites across India as well as at Middle East. First of its kind in India, OmniCenter is designed and built at Navi Mumbai with world class features and standards like **SS-507** which is one of coveted Singapore based certification for building the Disaster Recovery Centers. This will be followed by more such sites coming at major metros and class A cities. This strategic thrust is

to ensure that resilience is provided at various, escalated levels from local to regional to national and even cross-border!

Each OmniCenter has been planned to be strategically situated, taking into consideration the location's history regarding occurrences of natural disasters, telecommunication coverage, ease of access via road, rail, and airways etc. with the customer's RTO adherence as the main target.

OmniCenter (Mahape) – World-Class Workplace Recovery Center

OmniCenter – India's **first third party workplace recovery center** at Mahape, Navi Mumbai, is set up in response to demand from various customers from Banking, Financial Services & Insurance (BFSI), ITES (Call Centers, BPOs, KPOs, etc), Manufacturing, Telecom industry. Workplace recovery facility is further supported with Professional services viz. planning, managing, auditing and training in the area of Disaster Recovery and Business Continuity. This facility offers 325 Workplace Recovery positions, Server Room, Data Vault Room, Emergency Operations Room, Customer Control Center, Assembly area together with full office facilities and accommodation including;

- World-class workplace recovery suits
- High specifications PCs, Printers, Copiers, Fax machines and so on
- Built with Acoustic features for call centers points to data points to equipments and so on
- Fully backed up with UPS and Generator for uninterrupted power supply
- Emergency Operations Room, Conference room and meeting rooms
- Cafeteria and Rest areas
- Building Management System
- Sophisticated security systems
- Fully Air-conditioned
- Built based on SS507 standards
- N+1 redundancy across all the levels right from Power
- Assembly area and car parking
- Easy access of site by Rail and Road
- 20 Kms from Domestic & International airports, 8 Kms from Vashi (Navi Mumbai), 2 KMS from Kopar Khairane Station

Accommodation

- Over 20000 sq ft of Workplace Recovery space with Data Vault, Computer Server Room , BMS Room and so on
- Up to 325 emergency response workplace positions with multiple recovery suites
- Shared /Dedicated seat arrangements
- 1x Conference Room with projection screening
- Multiple meeting rooms/ Emergency Operations Center(EOC)
- Rest Areas & Cafeteria
- Assembly Area and Car Parking Place
- Comfortable navigation and information system
- Dual Feed UPS and Generator
- Dedicated Distribution Transformer

Connectivity

- Multiple Connectivity through multiple ISP

- Dedicated Connectivity to Remote site
- PRI line for Voice communication
- Load balancing Technology
- Proposed connectivity to new OmniCenters for seamless operations

Security

- Logical and Physical Security – round the clock
- Swipe card access control system to allow each suite/ workplace recovery area to operate independently
- Anti Virus / Anti Spam and Intrusion detection
- CCTV Monitoring with recording
- RFID / Biometric access control for critical areas like server room, data vault room, BMS room and so on
- Centralized BMS room for various utilities
- Fire alarm System across all area

Technology

- High Specs PCs with TFT Monitors
- UPS and Generator based power outlets
- Cat 6 structured (n+1) network points for PC and IP Phone
- Dual Screen Option
- Call Center Solution Options
- Intel server technology at site and option to acquire additional servers within guaranteed timeframes
- Remote Surveillance Management
- High specs routes and switches for WAN & LAN
- Layer III/Layer II with VLAN
- High speed Laser Printers

Office Facilities

- Photocopiers
- Fax Machines
- Stationary Packs
- Excellent ambience and quality office environment

Services

- Remote IT management Services thru OmniCommand Center – Omnitech's Network Operations Center (NOC)
- Disaster Recovery (DR) Audit Drills
- DR Consulting and Business Impact Analysis
- Training Services – Awareness, Preparedness, Disaster Management, Business Continuity

OmniCenter – Recovery Concept & Approach

Omnitech has made very significant capital investment and has committed further considerable recurring charges, upgrading in technology and tools to ensure that our customers are able to recover by a unique recovery methodology. These elements combine to offer customers faster recovery than has ever been possible before and a solution with total integrity. Omnitech offers flexibility to customers to select either dedicated or syndicated or dedicated & syndicated (both) workplace recovery seats to suit each customer's business needs and budget. It is ensured that each customer will be able to recover quickly and efficiently even in case of multiple disasters. In future, Omnitech shall provide an option for recovery within any of our recovery centers.

Omnitech has a niche expertise in Remote Infrastructure management and System Integration which has enabled us to implement the most appropriate technology products and also extract the best of the same to get faster and smooth recovery for our customers. Some of the salient features are,

- Storage, remote initiation and wake-on-LAN deployment of multiple customer images to workstations/ PCs for rapid restoration
- Storage, remote initiation and rapid deployment of basic server operating system and software so that customers get a base point ready to rebuild their applications as soon as they arrive on site.
- Multiple dedicated VLAN configurations for each customer. This ensure not only a faster LAN recovery but also an ability to support multiple invocations
- Remote initialization and management with Omnitech's Command Center means that customer's environment recovery starts before the customer arrives on site
- World class layout and navigation at OmniCenter thru friendly signage for ease of operations
- Periodical rehearsals/ DR drills for planned testing of Business Continuity

DR Center facility in Middle East

Omnitech has entered into a strategic alliance with Bahrain based organization for offering Business Continuity Planning and Workplace Recovery services. The DR center is spanned over 30000 Sq ft and can accommodate approximately 500 Servers with 700 Workplace Recovery Spaces. Center is equipped with Temperature controlled Data vaults, Cafeteria, Emergency Operation Management facility, Meeting rooms, Conference room, Network Operation Center and many such mandatory requirement of Business Continuity Management.

The center has world class L3 level Datacenter with FM200 based fire suppression system and biometrics based access control system. CCTV based surveillance system ensures 24x7x365 based watch dog under the control of physical security at gate. Entire Center security planned based on BS 7799. The center is fully planned & designed by DRI certified team of Omnitech BCP consultants the entire center is built on the principles of **SS-507**, which is one of coveted Singapore based certification for building the Disaster Recovery Centers.

Business Continuity Services

Technical Team at OmniCenter is equipped to offer various value added services to customers. These services are modular, scalable and available on heterogeneous platform. They could be broadly described as under

Disaster Recovery Consulting Services

- **DR Assessment Services**
 - Recoverability Assessment
 - Physical risk assessment
 - Operational risk assessment
- **Business Impact Analysis (BIA)**



“Before any disaster plan can be implemented, it is absolutely critical to establish the recovery requirements. This involves a thorough understanding of your applications and the way they relate to everyday business”¹

Disaster Recovery Management Services

- DR plan designing and Implementation
- Management and Auditing of DR Plan
- BCP Awareness & Training

DATA VAULTING SERVICES (PRODUCT Code DRS / DVS)

OMNITECH InfoSolution’s Data Vaulting Services provide professional services to help you meet the Disaster Recovery/Business Continuity challenges that every organization faces today. These challenges come in many forms.

Most IT environments are comprised of multi platforms and environments. Our professionals can assist you in sorting through these complexities and help you create a recovery plan that will meet your complex needs and priorities.

Your tapes, disks and documents, which you think, are critical and need an offsite storage solution, we can help you! Your tapes and disks are stored in a temperature and humidity controlled environment. We can reconcile with lockers and vaults in which we will store your eminent information. A regular pick up and delivery of tapes and disks is also available at extra costs.

KEY DIFFERENTIATORS

Omnitech Availability Services offers a full portfolio of business continuity services to help ensure you are prepared for any unplanned event that impacts your company's profitability. By partnering with Omnitech, you benefit from:

a. Improved revenue protection.

A solid business continuity plan – supported by the right resources – helps you reduce revenue losses that may occur following a disaster. By working with Omnitech, you mitigate the risk of such losses, thus helping to ensure the ongoing viability of your business.

b. Industry-leading experience and infrastructure.

Omnitech has more than 25 years of experience in business continuity and a 100% recovery success rate. In addition, with over __ facilities – plus over __ Mobile Recovery resources – ours is the largest and most comprehensive recovery infrastructure in the world. Omnitech provides you with local access to global infrastructure.

c. Reduced IT capital expenditures.

Leveraging Omnitech's infrastructure eliminates, or substantially reduces, the need to build and maintain a redundant environment, dramatically reducing capital expenses. You can further reduce your business continuity costs by using Omnitech's facilities and around-the-clock support.

d. Chain of DR Centers globally which will help to overcome risk irrespective of the location.

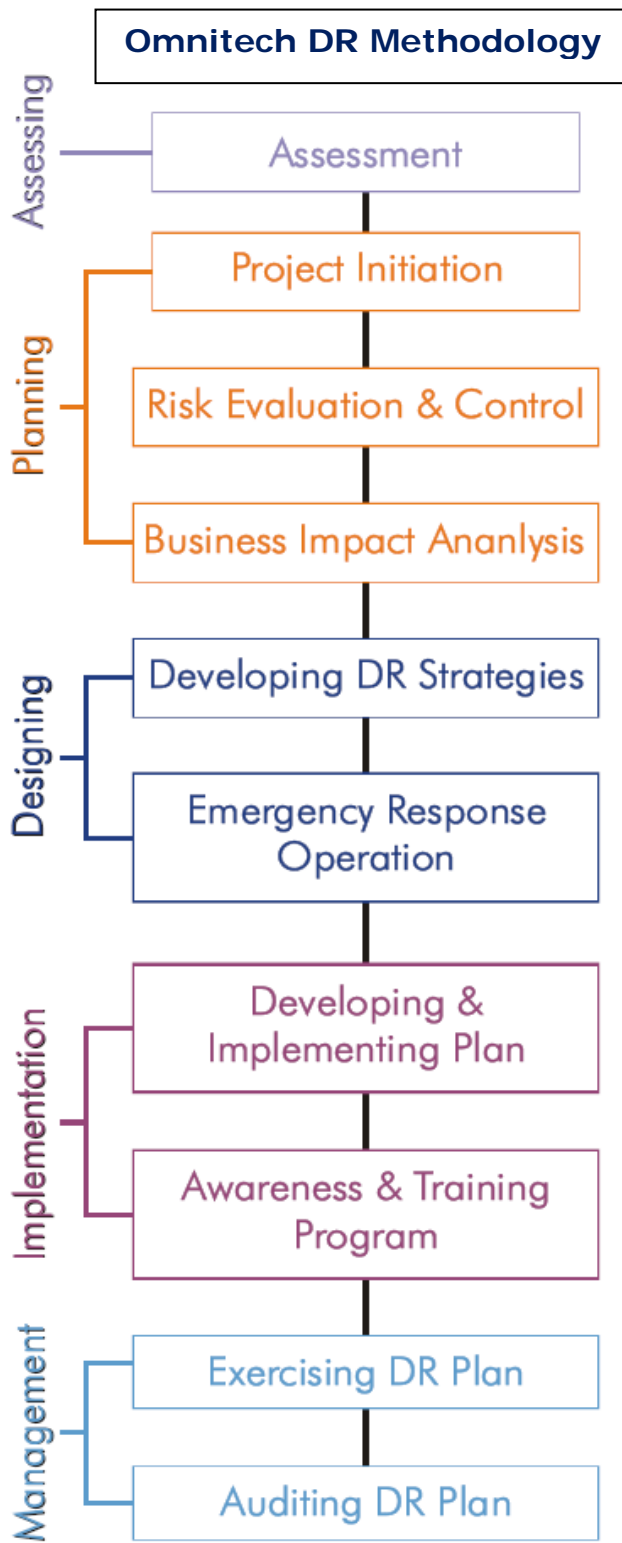
e. A dedicated team of professionals.

When you partner with Omnitech to secure business continuity services, your IT and network staffs have more time to support your employees – and focus on achieving strategic objectives.

In delivering its robust business continuity services, Omnitech employs the best practices and time-tested methods. Combined with our unparalleled recovery infrastructure, including our privately managed network, we are truly the leader in business continuity and disaster recovery services.

KEY BUSINESS BENEFITS

- a. Maximize business value through business continuity planning and management
- b. Protect your critical infrastructure, intellectual property and workforce
- c. Manage and execute the best business continuity exercises to find weaknesses in your plan
- d. Achieve organizational support and commitment
- e. Update business continuity and emergency plans to meet your organization's needs
- f. Learn scenario planning and resource planning to achieve a successful BCP



Omnitech - Disaster Recovery Consulting encompasses professional services in the areas of analysis, requirement definition, strategy development, plan creation, testing and management of Disaster Recovery Plans (DRP).

Our proprietary methodology Assess - Plan - Design-Implement - Manage - Audit (APDIMA) is backbone of delivery of effective, efficient and scalable Business Continuity Plans.

We help you to implement an infrastructure suited to your unique continuity needs. And when all is ready, we help you to rehearse your continuity and recovery strategies with simulated disaster scenarios, and help you maintain a high level of preparedness with periodic program reviews.

Omnitech DR consultants work collaboratively with you in a phased, step-by-step approach. Omnitech's consulting services are based on extensive experience in designing and implementing high availability, data replication, and business continuity infrastructures to meet Recovery Time and Point. This methodology incorporates industry best practices and has been proven in successful implementations across the globe by projecting the impact of downtime and defining the appropriate levels of redundancy and protection for your business.