



EMERGING MARKETS COMMUNICATIONS

When disaster occurs...  
Do you have a plan?



**EMC Workgroup Recovery**  
Solutions for Global Business Continuity

## EMC Workgroup Recovery. Your best plan.

In today's world, information is a critical resource for a company's survival. Business continuity hinges on key management decisions necessary to maintain the functionality of a company. In cases of unplanned events, such as terrorist attacks, devastated war zones, natural disasters, or any disruption to business operations, a company's management team must ensure that key personnel will remain operational along with its information infrastructure.

Remaining operational during a disaster makes the difference between financial sustainability and extensive losses. An organization that has an effective and well-tested business continuity plan is more likely to make the right decisions in the first few hours of a business interruption and to subsequently undertake the best actions to limit the impact on its financial position. It has a better chance of incurring significantly less additional expenditure at the time of a disruption.

In an effort to safeguard the interests of our clients, EMC implemented the Global Workgroup Recovery Solution. Access to workgroup recovery positions includes a work-desk environment with each position featuring a desk area, chair, voice telephone line with long distance access, optional PC, Internet connectivity, as well as fax and printing

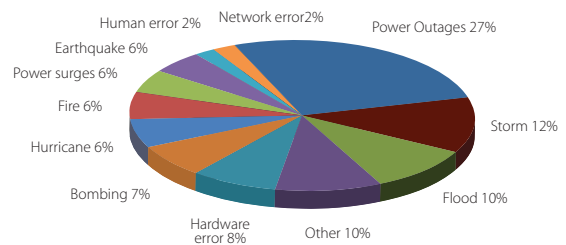
capabilities. This solution allows the company to quickly relocate its critical personnel and information to a secure location within a moment's notice.

The EMC telecom complex, strategically located in Raisting, Germany, is set in an ideal location for ensuring business continuity and disaster recovery. Surrounded by the Alps and located one hour from Munich, the EMC facility houses Germany's major national and international Fiber Backbone ring.

This strategic location and our experience as the global communications provider of choice for some of the world's most recognized and demanding organizations, makes EMC the best choice for your global business continuity needs.

### Disaster causes

Source: Sungard



### Steps for an emergency plan





## Advantages

- Located within EMC's main teleport facility in Raisting, Germany. Clients have direct access to the information they require in a secure and reliable manner.
- The client avoids the expenses of setting a second physical structure and the maintenance costs associated.
- The facilities are available 24/7 on a moment's notice with sustained communications and uninterrupted power supply.
- Sustaining a solid business continuity plan can help our clients meet regulatory compliance and secure new business opportunities.
- Depending on insurance coverage, emergency operational expenses may be covered by the client's insurance policy. In some cases, implementing a sound business continuity plan may reduce insurance costs.
- The operational process allows for centralized management with one point of control to ensure all procedures are followed in accordance with the organization's BC/DR plan.
- For colocation clients, the main server can be protected in a secure facility with direct and remote access. This allows remote users to safely access applications via secure Internet connections.
- Due to the surrounding Alps, the area is naturally protected against climatic or atmospheric impacts.
- The availability of three access security levels ensures the safeguard of classified information.
- In cases of crisis, IT personnel can focus on system management instead of reinstalling and managing individual end-user desktops. This results in a faster operational turnaround and reduces negative impact to the organization.



### Basic available resources in the work desk positions

- Desk or Cubicle with Chair
- Internet Access via Ethernet for laptop plug in
- VoIP Telephone System with assigned private number
- Power Supply/Connection
- Firewall

### Optional Services

- Desktop Computer with Monitor \*
- Long distance telephone calls
- Printer, Copier, and Fax usage
- Video Conferencing
- DNS, E-Mail, and Managed Services \*\*
- Remote Hands Support
- Special Construction

\* Requires Pre-Configuration  
\*\* Colocation Customers

### Service Categories and Membership

**Standard Membership:** The work desk positions are available on a first-come/first-served basis and assigned from a pool of available seats.

**Premium Membership:** The work desk positions are reserved in a designated area for guaranteed clients.

**Special Clearance Membership:** The work desk positions are guaranteed within fully enclosed areas for specific clients with special clearance needs.

### Colocation Service

The client has the option to house its servers in a secured cabinet, cage, or private suite within EMC's Raisting teleport facilities. EMC's standard colocation service ensures that key client data will be safe and ready for immediate access on demand.

### Key benefits

- Secured Infrastructure with Raised Floor Air Conditioning
- Uninterrupted and Redundant Power Supply
- Tier 1 Multi-Carrier Connectivity
- Direct Access to Client Data
- Remote Hands (Optional)



Making the world a smaller place.



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