Disaster Recovery Services

Ensure business continuity in the face of the unexpected.

Quest®
TECHNOLOGY MANAGEMENT

*In our modern digital age, businesses face an ever-growing number of threats, from natural disasters to power outages to cyber-attacks. These threats can **disrupt your operations**, **erode customer trust**, and **impact your bottom line** if not addressed promptly and efficiently. Business continuity and quick recovery must be critical priorities.*

Quest's Disaster Recovery (DR) Services are your shield against the unexpected. Our solutions are designed to align with your business goals and budgets, providing advanced technology paired with in-depth expertise. Each service is meticulously designed to integrate seamlessly with the others, offering a tailored approach that addresses your company's unique needs.

From the initial consultation, through disaster recovery planning and implementation, to ongoing support and maintenance, we are committed to safeguarding your operations. Our goal is to bolster your resilience, minimize downtime, and ensure a rapid return to normal operations after a disruption. Trust Quest to fortify your business against disasters and help you bounce back with confidence.

"They went truly above and beyond. I was astonished at the resources made available to us – it was phenomenal. More importantly, we now regard DR as a core component of everything we do."

— **Assistant VP of IT Operations**, Regional Bank

Disaster Recovery Services

Disaster Recovery Planning

Disaster Recovery as a Service (DRaaS)

Backup as a Service (BaaS)

Business Continuity Planning

Disaster Recovery & Business Continuity Workshops

Edge Compute & Managed Data Center Services

Learn more about Quest's **Disaster Recovery services.**

Safeguard your business operations and mitigate risk with Quest's Disaster Recovery Services.

Our Disaster Recovery Services include, but are not limited to:

Disaster Recovery Planning

Prepare for the worst with our comprehensive disaster recovery planning services, tailored to your business needs. We'll identify potential risks, develop robust recovery strategies, and create a roadmap to ensure your critical systems and data are safeguarded.

Disaster Recovery as a Service (DRaaS)

Take advantage of our cutting-edge DRaaS solutions, allowing you to replicate your infrastructure in real-time and recover rapidly in the event of a disaster. With Quest's DRaaS, your downtime is minimized, your costs are reduced, and your business operations stay resilient.

Backup as a Service (BaaS)

Leveraging the potential of cloud technology, we provide robust and efficient backup services, allowing your applications to run smoothly and scale effectively. Our comprehensive, cost-effective solutions relieve you of the complexities of backup management, enabling you to focus more on your core business.

Business Continuity Planning

Safeguard your business against disruptions and maintain continuous operations with our meticulous business continuity planning services. We'll assess your vulnerabilities, implement proactive measures, and create a comprehensive plan to keep your business running smoothly during unforeseen events.

Disaster Recovery & Business Continuity Workshops

Equip your team with the knowledge and skills they need to respond effectively to disasters and maintain business continuity. Our interactive workshops provide valuable insights, practical guidance, and hands-on training to ensure your employees are prepared to handle any crisis.

Edge Compute & Managed Data Center Services

Entrust your data center operations to our experts, allowing you to focus on your core business functions. With our managed data center services, we handle the infrastructure, security, monitoring, and maintenance, ensuring high availability and optimal performance for your critical IT systems.

Disaster Recovery Planning

At Quest, we understand the importance of being prepared for the unexpected. Our disaster recovery planning services ensure that your business is equipped with a comprehensive strategy to minimize downtime, protect critical applications, and maintain data integrity in the face of a disaster.

DR Preparedness Review

Our DR preparedness review is a vital first step in fortifying your defenses against potential disasters. Through a combination of risk assessment and business impact analysis, our experts conduct thorough interviews to identify the applications, devices, and services that are most critical to your productivity.

Insight & Documentation

We provide comprehensive documentation, including an executive summary and a detailed business impact analysis, empowering you with the knowledge to combat disasters effectively. We offer various options for addressing any discovered risks, ensuring you'll have a solution that fits your needs, expectations, and budget.

Protecting Applications

Applications are the lifeblood of your business, and we prioritize their protection. Our expert disaster recovery teams have developed and implemented numerous customized DR plans and high availability solutions. We'll make sure your applications can be recovered with write-order fidelity, database consistency, and more. We help you set protection policies aligned with your business objectives, giving you peace of mind during critical times.

Flexible & Scalable Solutions

Our disaster recovery services are designed to be flexible and scalable, accommodating both physical and virtual environments. We continually replicate your data to a secure off-site data center or cloud infrastructure of your choice.

Take a Comprehensive Approach to DR

A disruption to even a single service can have a significant impact on your business. That's why our disaster recovery planning encompasses not only data integrity and backups but also critical areas such as:

- Network and internet connectivity
- Physical security
- Telecom infrastructure
- HVAC systems

We help you establish priorities, develop a plan that aligns with acceptable risk levels, and leverage managed and cloud DR services to reduce capital expenditure.

Don't wait for a disaster to strike. Partner with Quest to develop a robust disaster recovery plan and implement solutions that efficiently restore your data and services, ensuring business continuity and resilience.

Disaster Recovery as a Service (DRaaS)

Safeguard Your Business with Quest's DRaaS

At Quest, we specialize in providing robust Disaster Recovery as a Service (DRaaS). Our tailored solutions are designed to ensure your business remains resilient in the face of unexpected disruptions or calamities. Quest's DRaaS is your insurance against unforeseen disasters, providing a rapid recovery time that can average less than 15 minutes.

Expert-Managed Disaster Recovery

Our DRaaS leverages cutting-edge cloud technology to protect your critical data. We employ advanced image-based VM replication to safeguard your data's integrity and use virtual cloud resources efficiently for rapid disaster recovery.

Reliable Data Centers & Facilities

Quest's network of reliable data centers and co-location facilities are central to our DRaaS offerings. We ensure a consistent power supply and controlled temperature environments, housing your critical equipment and data securely. Our IT experts monitor these facilities 24/7, mitigating any potential risks.

Tailored Service Level Agreements (SLAs)

We believe in transparent and straightforward communication, which is why our DRaaS SLAs are easy to understand and cater to your specific recovery requirements. We work alongside you to identify the necessary protection level to ensure your business recovers effectively in any crisis.

Comprehensive Managed & Professional Services

Our comprehensive Managed & Professional Services complement our DRaaS, providing the perfect combination of services to support your needs. From monitoring your business platforms to managing your disaster recovery and backup solutions, we free up your time to focus on your business's growth.

Affordable Disaster Protection

Quest's DRaaS ensures your business can efficiently meet recovery objectives while minimizing costs. We provide flexible and comprehensive disaster recovery solutions, making us your trusted partner in business continuity.

Backup as a Service (BaaS)

Empower Your Business with Quest's BaaS

Quest's Backup as a Service (BaaS) solution transforms the way you manage your operations. By providing efficient backup services, we enable your applications to run smoothly and scale seamlessly, driving your business innovation.

Revolutionize Your Operations with Cloud-Driven Backup Solutions

Our BaaS gives you a robust, cloud-based infrastructure for advanced data storage, server processing, and server-side logic. Our solution is designed to drive your business forward, transcending traditional backup management.

Optimal Environments for Backup Services

Our state-of-the-art data centers and co-location facilities are designed to host our BaaS services. With resilient power supplies and advanced temperature control systems, these facilities provide an optimal environment for your backup operations.

Comprehensive Managed Services for Backup Management

At Quest, we understand the complexities of backup operations. Our Managed Services are designed to monitor and manage your business platforms, applications, and functions effectively, enabling you to focus more on business innovation.

Built on a Strong Foundation

Our BaaS offering is built on Quest's award-winning Infrastructure as a Service (IaaS), which provides a solid and reliable foundation for your backup services. We offer competitive pricing based on your specific capacity, utilization, and over-subscription needs.

Cost-Effective & Streamlined Backup Solutions

With Quest's BaaS, we offer a simplified approach to managing your backup operations. We take on the complexities of backup management, allowing your applications to run smoothly and your organization to confidently rely on our robust infrastructure, flexible options, and comprehensive services
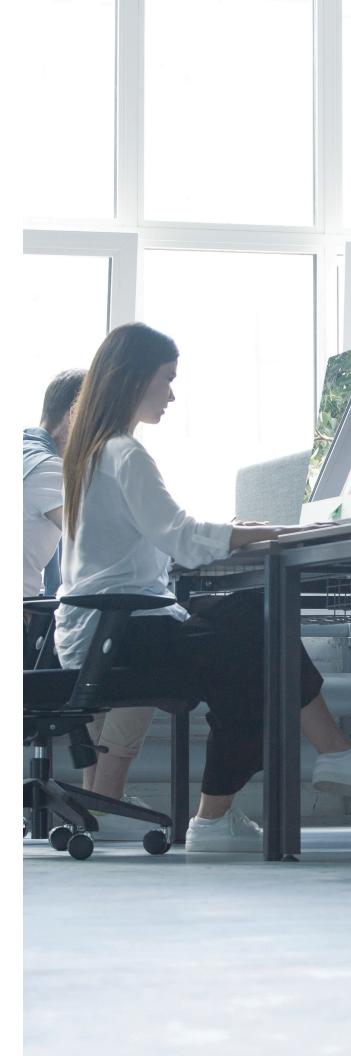
Business Continuity Planning

Business Continuity Planning (BCP) is crucial for enabling your company to continue essential operations during and after a crisis. At Quest, we provide comprehensive BCP services to safeguard your business and facilitate a quick recovery.

Building a Strong BCP

Our expert business continuity team will work with you to develop a robust BCP tailored to your company's specific needs. We will analyze your business-critical functions, evaluate your infrastructure and procedures, and identify primary areas and dependencies. With our guidance, you'll calculate acceptable downtime and create a strategic BCP that outlines steps for a prompt resumption of operations.

With Quest's business continuity consulting experience, you can rely on our expertise to develop and implement a solid BCP.

Our team will:

- Assess your critical functions
- Evaluate infrastructure
- Establish Recovery Point Objectives (RPOs) and Recovery Time Objectives (RTOs)
- Create a customized plan for operational resilience.

We guide you through the process, ensuring your organization is well-prepared to navigate any crisis.

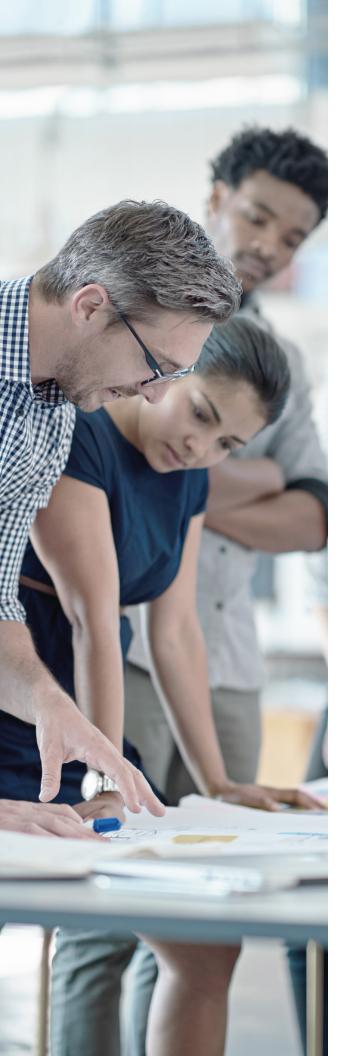## Business Resumption (BR) Planning

We understand the importance of resuming business activities after a crisis. Our BR planning focuses on preventative measures and actions needed to restore your business entirely. We can help you identify temporary work locations, including Business Resumption Centers (BRC), where you can quickly resume operations in a safe environment.

Secure Physical Spaces Provided by Quest

In the event of a disaster, having a secure location for business resumption is crucial. Quest's Business Resumption Centers (BRC) and High Availability Business Center (HABC) offer safe and strategically located facilities in seismically stable areas. These centers provide customizable office spaces, equipped with workstations and network infrastructure, allowing you to resume operations quickly and safely.

Quick Business Resumption

Our goal is to minimize the impact of a crisis and enable a swift return to normal operations. Your BCP strategy will direct the response to the initial crisis, safeguard data and networks, and outline steps for rapid business resumption. We leverage our expertise to develop a comprehensive plan that ensures your company can resume operations quickly, maintaining business continuity and minimizing downtime.

Disaster Recovery & Business Continuity Workshops

In today's dynamic and unpredictable business landscape, organizations must be equipped to navigate disruptions and swiftly respond to ensure continuity.

Quest's Disaster Recovery & Business Continuity Workshops offer the essential expertise and guidance to help businesses proactively prepare and effectively respond to unforeseen events.

Strategic Validation & Preparation

Whether you are looking to assess the effectiveness of your existing plans or starting from scratch, our disaster recovery workshop validates and strengthens your strategies. Our experts collaborate with your team to identify technical and process gaps, define critical stakeholders and recovery teams, and address data loss and compliance considerations.

With a focus on sound preparation, we ensure your organization is ready to face any crisis head-on.

Customized Recommendations for Resilience

At Quest, we understand that every business is unique, and cookie-cutter approaches do not suffice. Our workshops deliver tailored recommendations that align with your specific needs and circumstances. We work closely with you to develop flexible solutions that complement your Business Continuity Planning/Disaster Recovery efforts.

By focusing on your people, policies, and procedures, we empower you to respond with agility, reduce response time, and protect your reputation.

Empowering Business Continuity

In our business continuity workshop, we provide expert insight and consultation to enhance or create a comprehensive business continuity plan. Our seasoned professionals collaborate with your team to develop robust emergency procedures, establish nimble recovery teams, and devise effective communication plans.

We identify key business processes, address employee displacement concerns, and ensure compliance with regulatory requirements. By prioritizing critical functions and implementing proactive maintenance and testing, we enable your organization to navigate disruptions and swiftly resume operations.

Edge Compute & Managed Data Center Services

Our Managed Data Center Services offer a flexible, customizable solution that reduces operational costs and enhances technical performance, enabling your organization to focus on core business objectives, without the constraints of centralized data centers.

Unparalleled Edge Compute and Co-location Services

Quest's Edge Compute and Co-location services redefine the norms of traditional data centers. Spanning across North America and globally through our network of leading-edge Service Delivery Centers (SDCs), we deliver customized storage, faster data processing, and lower latency, directly enhancing your end-user experience. With Quest Edge Compute, your enterprise data stays as close as possible, giving you stricter control over your resources while maximizing performance.

Optimized Technical Performance with Quest's SDCs

Our SDCs stand out with their highly redundant and resilient power supply, temperature-controlled environments, and 24/7 expert monitoring. These centers house your systems within advanced facilities, not only elevating your technical performance but also instilling confidence knowing your data center environment is meticulously managed.

Scalable, Elastic, & Geographically Diverse Edge Computing

Transitioning to edge computing is effortless with Quest's Edge Compute services. As your storage workloads change, our services adjust on demand, providing a scalable, EC2-compatible elastic compute cloud that evolves with your business needs. Additionally, with data centers situated globally, we bring cloud services closer to your data source, minimizing latency and enhancing overall performance.

Unmatched Control, Security, & Compliance

Quest's Edge Compute provides unmatched control over your resources and the autonomy to prioritize your business objectives. Our focus is on data visibility and security, offering a single storage solution adaptable to every data type and protocol. With our comprehensive IT service support, stringent compliance to HIPAA, SOX, PCI DSS, FINRA, NERC, and NCUA, you can confidently navigate digital transformation while safeguarding your data.

Service Delivery Centers: Advanced Facilities for Business Continuity

Our SDCs offer the ideal infrastructure for disaster recovery and business resumption. Our flagship centers, the High Availability Business Center (HABC) and Business Resumption Centers (BRC), are situated in seismically stable and secure areas, well-shielded from extreme weather conditions.

Highly Customizable Space & Advanced Facilities

With over 120,000 square feet of open floor space, our SDCs offer customizable office environments, data centers, and business resumption areas, tailored to meet your specific needs. From small shared spaces to larger campus-like settings, we ensure your business can continue operations without disruption, irrespective of the challenges faced.

Continual Power Backup & Advanced Network Infrastructure

Our SDCs feature dual-distributed utility power feeds, multiple diesel generators, and advanced fiber optic infrastructure from diverse network providers. This advanced infrastructure guarantees uninterrupted power and robust connectivity, crucial for maintaining operational resilience.

Comprehensive Support & Monitoring

With 24/7 security and network operations support, our SDCs ensure constant vigilance over your resources. The fully-appointed command and control centers, adjacent data cells, and robust network equipment form a resilient infrastructure, collectively contributing to your robust business continuity management needs.

Schedule a Conversation

How can we help?

www.questsys.com
1.800.326.4220

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