

Disaster Recovery Statement



In the event of a disaster such a fire, flood, theft or any other such occurrence, you may find yourselves in a disaster recovery situation with regards to your business IT infrastructure.

Quintech Computer Systems are fully prepared to help and assist you in the event of such circumstances.

First and foremost please be assured that we hold at Quintech offices sufficient quantities of file servers, workstations, laptops, printers, software and other ancillary network components in order to replace any of your systems which may have been rendered inoperable.

Should any item of equipment held in stock by ourselves at Quintech, and being deemed fit for purpose, not be an exact or desired replacement for your inoperable equipment we can arrange for this to be lent to you on a temporary basis (free of charge for contract items, a charge would be levied for replacing non-contract items) in order to facilitate getting your business IT infrastructure up and running as soon as possible.

As soon as is practical any temporary equipment would be replaced with items tailored to your more specific roles/requirements whereupon this temporary equipment would subsequently be returned to Quintech.

In order to facilitate the fast recovery of your business IT infrastructure we would expect you to provide ourselves with the following.

- . Up to date backup copies of your business critical data, eg accounts data, e-mail data, user documents data etc.
- . Software specific licence information, particularly with regards to accounting systems, eg Sage activation strings.
- . Systems software, Recovery CD's, Accounting systems installation CD's, Payroll systems CD's etc.
- . Configuration information appertaining to your business IT infrastructure, eg network configuration, usernames, passwords, e-mail account credentials.
- . Communications account details/credentials, broadband account usernames/passwords IP addresses etc.

Some of this information may already be recorded at or available from our offices, but you should endeavour to avail yourselves of the above items.

It is essential that the above items are stored/recorded at a secure offsite location.

It is also important that in the event of a disaster recovery situation the above items can be provided to ourselves as quickly as possible.

It is important that you regularly undertake to test the integrity and consider the interoperability of your current backup solutions.

As you are probably aware technologies change at an ever increasing rate.

It is essential that we can provide suitable means of restoring your data from the backup media which you provide to us .

To this end we will always endeavour to inform you if you are using an out of date or unsupported backup solution, with regards to the backup hardware or software platforms.

Should we feel that you are operating an out of date or unsupported backup solution we will recommend a suitable replacement solution.

In the event of you not being able to re-enter your premises due to fire, flood or other circumstances it would be possible to accommodate your business IT infrastructure and a small number of staff on a temporary short term basis at our Quintech offices at Beckford.

We have facilities at our offices to provide broadband internet services along with an assigned public IP address for e-mail routing purposes and remote access workers.

During the summer floods of 2007 several local businesses took advantage of this facility when they were unable to re-enter their business premises.

We performed disaster recovery operations for these businesses, several of whom had suffered major IT infrastructure losses.

We also provided short term accommodation for them, internet, e-mail and remote working facilities until they arranged for temporary re-location.

We can also arrange to undertake disaster recovery operations out of business hours and at weekends.

Over and above all of the preceding we are also prepared to work with you if you require any further help or preparation regarding your disaster recovery planning/requirements.