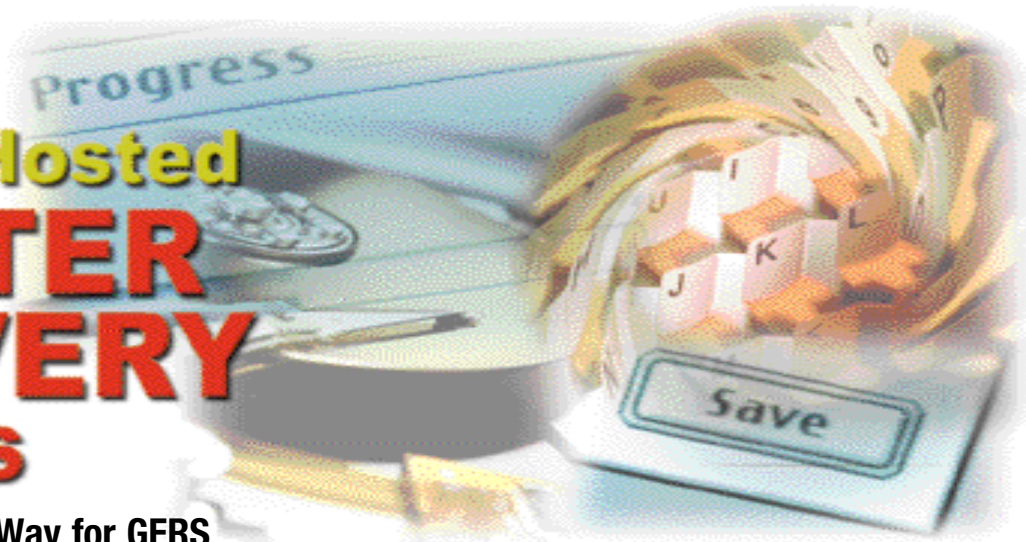


# Managed Hosted **DISASTER RECOVERY Services**



## A Convenient, Affordable Way for GERS Customers to Ensure Business Continuity

Disasters—natural or man made—can strike at any time. BL Trading's Managed Hosted Disaster Recovery Services are available to GERS Retail Systems' customers to help them minimize the impact of interruptions to business operations.

"Managed Hosted" means that we host the retailer's data on our servers and storage devices and manage the daily required maintenance tasks until their system is back online. The retailer's operational staff and GERS Support Service agents participate in the data management process. The integrity of the data is assured by redundant servers, communications circuits, and power supplies, all housed within a highly secure site.

There are three levels of Managed Hosted Disaster Recovery Services that we are now providing exclusively to GERS customers: **Active Standby**, **Passive Standby**, and **Tape Verification**. See the sidebar for a description of each service level.

### Convenient Options Accommodate Different Business Needs and Budgets

Active and Passive Standby services are available in two different options, to accommodate each GERS customer's unique business needs and budgets.

The **Shared** option is the most cost-effective way for GERS' customers to facilitate disaster recovery. BL Trading manages a resource pool for a group of retailers who share both space and costs. The retailers are guaranteed that space will be available for their data on the shared server. Since BL Trading selects retailers from differing locales to share a server, chances are that all of the resources would be available to any one retailer should a catastrophe occur.

The **Dedicated** option guarantees a GERS customer 100 percent of a system that is sized and configured to meet their particular requirements. That system is then put on standby for the retailer's exclusive use in the event of a disaster.

### Disaster Recovery Begins with Preparation for the Real Thing

Our services begin with an evaluation of each retailer's system that results in an individualized disaster recovery plan. Initial setup and configuration and a test run is performed to verify that backup tapes can be recovered, the database can be brought online, and the VPN connection is operational. Thereafter, the system is tested quarterly to ensure that it will function properly when a real disaster strikes.

(continued on back page)

## Three Levels of Service

### Active Standby

- BL Trading maintains a persistent copy of the retailer's database at a secure site
- Retailer transmits data at pre-selected intervals (weekly, daily, or even hourly) to BL Trading over a secure Internet connection
- BL Trading assigns and, if necessary, configures a system for retailer's data when disaster is declared
- System can be operational within hours

### Passive Standby

- Retailer maintains their own backup tapes
- Retailer ships backup tapes to BL Trading in the event of a disaster
- BL Trading allocates and configures resources per retailer's profile upon notification of a disaster
- BL Trading begins restoration process upon arrival of backup tapes

### Tape Verification

- Retailer ships backup tapes to BL Trading
- BL Trading performs a complete recovery of taped data
- BL Trading brings database online for retailer to verify

## Advanced Technologies Enable Managed Hosted Disaster Recovery

### Storage Systems

- EMC Clariion
  - Supports Oracle Parallel Server and Microsoft's Cluster Server
  - Microsoft Cluster/RAID Certified
  - Compatible with Windows NT/2000 and all major UNIX platforms

### Servers

- Data General Aviiion
- Sun

## Advanced Technologies Facilitate Secure Data Storage and Recovery

BL Trading's SAN (Storage Area Network) is comprised of flexible, scalable EMC Clariion storage systems that employ RAID (Redundant Arrays of Independent Disks) to ensure the highest level of protection and performance.

Retailers are connected to BL Trading via the Internet (DSL, Cable, T1, or greater) on a Virtual Private Network (VPN). GERS customers may already have a VPN router in place that connects them to Support Services.

Our full service system support centers are totally secure, with redundant systems, communications and power supplies. Experienced and highly trained staff members hold certifications from the industry leaders—Microsoft, Dell, Citrix, Compaq, Novell and CompTIA—so the data is in good hands.

## We Offer GERS Customers Added Peace of Mind

Managed Hosted Disaster Recovery Services are designed to complete a retailer's disaster recovery plan, ensure business continuity, and protect their bottom line. For more information, please contact your GERS Client Sales and Services Representative.



10431 Wateridge Circle  
San Diego, Ca 92121  
Tel: 858.731.2412  
Fax: 858.455.7361

145 Webster Street  
Hanover, MA 02339  
Tel: 781.982.9664  
Fax: 781.871.4456

[www.bltrading.com](http://www.bltrading.com)

