

Syncsort HA/DR Services

In-depth HA/DR experience and expertise. Ready to go.

Your organization depends on your IT department's expertise to optimize its business functionality. However, keeping those processes running non-stop without exception requires a different set of skills. It demands proficiency at building, using, monitoring and maintaining robust high availability and disaster recovery (HA/DR) environments.

Syncsort Global Services is the HA/DR expert. On average, each of our HA/DR consultants has over 20 years of HA/DR experience across the full spectrum of size, scope and complexity of organizations and information environments.

Just-In-Time HA/DR Expertise

Some HA/DR tasks, such as testing and performance tuning, must be performed periodically, possibly once a month or year. Others, such as recovering after a disaster, are sporadic and rare. Still others, such as software installation, are "one-off" jobs.

Hiring in-house staff to perform that work may incur high training and salary costs. In contrast, by using Syncsort Global Services you can contract the specific HA/DR expertise you need, only when you need it.

Flexible Service Offerings

In addition to ad hoc consulting and support, Syncsort Global Services delivers customizable service offerings that can be deployed across Syncsort's full range of HA/DR solutions. These offerings include:

- Quick Start Services
- Update Support
- Availability Tune-Ups
- Availability Testing
- Failover and Recovery Assistance
- Managed HA/DR Services
- Education



Quick Start

Comprehensive data and application availability protection doesn't just happen. You need to build and configure your HA/DR environment quickly and accurately. Syncsort's HA/DR Quick Start service fulfills that need.

Syncsort Global Services experts simplify and ensure proficient planning, quick implementation, complete documented procedures, and thorough testing of your HA/DR environment. They also transfer the skills your staff needs to recover lost data or role swap your systems in the event of a failure, a natural disaster, or planned maintenance. In addition, to ensure that your solution is optimally managed and monitored, most Quick Start services include a year of daily management.

Benefits

- Reduce implementation time
- Minimize downtime impacts
- Ensure expert implementation of your HA/DR environment
- Accelerate skills acquisition

Education and Training

Syncsort's education and training programs help you maximize your HA/DR investment by teaching you to effectively plan, implement, monitor, audit, manage and troubleshoot your solution. Whether it's eLearning, instructor-led training, private classes, or courses leading to certifications, you are free to choose the learning path and delivery method best suited to your organization's unique skill and knowledge requirements.

Benefits

- Ensure your organization has all the required skills
- Maximize the return on your HA/DR investment

Failover and Recovery Assistance for MIMIX DR

When the worst happens, you need to be able to get your business back up and running as quickly as possible. To say the least, a disaster or a significant data loss is stressful. And, even without the stress, internal resources will likely be overextended. Syncsort can help. Our experts have the experience and know-how needed to failover your data and applications to the recovery environment and get your business up and running rapidly.

If you need help recovering data after a loss, our experts can help you with that, too. And they'll stay with you to ensure that your operations run smoothly after the recovery.

Note that this service is designed specifically for MIMIX DR users.

Benefits

- Ensure rapid recovery
- Gain additional resources just when you need them most
- Reduce the stress of tense situations
- Employ specialized recovery skills not required for normal operations



Update Support

It is the nature of technology to continually evolve to add features and improve performance. During an Availability Update engagement, Syncsort Global Services experts review your current HA/DR environment. They identify areas that would benefit from the most recent technology and apply the latest releases and fixes to bring your environment up to date quickly, without interfering with normal business operations. The result is more comprehensive availability protection, as well as faster and more effective recovery in case of a system failure, disaster or planned outage.

Benefits

- Exploit the most advanced HA/DR technologies
- Eliminate downtime during upgrades
- Employ extensive experience specific to Syncsort HA/DR solutions
- Help to ensure peak HA/DR readiness

Availability Tune-Ups

Even the best engines need the occasional tune-up to continue to deliver optimal performance and best serve their objectives. That's the idea behind a Syncsort Availability Tune-Up. As part of an Availability Tune-Up, Syncsort Global Services audits your HA/DR environment to ensure it continues to meet your needs. We'll then upgrade your systems to the latest Syncsort software and optimize your configuration. We'll also provide skills transfers to ensure that your staff leverages best practices and can maintain an optimal configuration so you get the most out of the solution.

Benefits

- Maintain peak HA/DR environment performance
- Benefit from the latest software
- Update your product configuration to ensure that you continue to meet all of your availability requirements
- Maintain your organization's HA/DR skills at the required level

Availability Testing

The best time to find out whether your high availability or disaster recovery solution works is before you need it. When disaster strikes, it might be too late to ensure your organization's continued survival if you can't recover. Syncsort Availability Test Service proves that your recovery environment is robust and can take over operations when necessary.

In an availability test, a Syncsort expert will perform a role swap test on your HA/DR environment and troubleshoot any issues that could threaten your business. In the process, we also verify that you will be able to recover quickly and completely. Role swap tests can be either live or virtual. A live test switches operations to the backup environment, running production there during the test. A virtual test suspends replication to the backup environment while you test operations there. During a virtual test, there is no interruption to the production environment and no risk to operations if the test fails.

An Availability Testing engagement also updates your HA/DR documentation or runbook and provides additional skills transfer for you staff, as necessary.

Benefits

- Prove the role-swap readiness of your availability environment
- Fulfill audit and compliance requirements for role swap testing
- Employ experts with extensive availability testing experience
- Eliminate the strain of periodic testing on your IT resources



Managed Services

You and your colleagues are experts at delivering great business functionality for your organization. Syncsort Global Services professionals are experts at building, maintaining and operating high performance HA/DR environments. By outsourcing your HA/DR requirements to Syncsort Managed Services, your people can focus on what they do best, while we take care of your HA/DR needs.

Benefits

- Outsource your HA/DR management
- Focus on your business processes

Please consult the Syncsort Managed Resilience Services brochure for more details.

A La Carte Consulting

Syncsort Global Services is comprised of a large team of HA/DR experts, with a broad and deep skill set. Beyond the service offerings described above, they stand ready to help you with all of your HA/DR requirements. Whether that's consulting or support on a single issue such as configuring data distribution nodes, working with spool files and spool file audits, working with job queue replication, and understanding RPO and RTO; providing comprehensive HA/DR planning, deployment, monitoring and management; or anything in between, the Syncsort Global Services team can help ensure that your data and applications will continue to serve your business without exception, no matter what may happen.

Ready. Set. Go.

Are you ready to deploy the most experienced HA/DR experts to help ensure peak HA/DR environment performance and unfailing data and applications availability? So are we. Give us a call. Syncsort Global Services is ready when you are.

Value. Delivered.

- Take advantage of broad and deep HA/DR experience.
- Utilize specialized expertise on Syncsort HA/DR solutions from the people who know them best.
- Minimize the strain on internal resources.
- Deploy vital services whenever you need them, and only when you need them.
- Gain the peace of mind that comes from knowing your data and applications will always be available.