Cobweb's Disaster Recovery Service

A disaster recovery strategy details the steps needed to enable a business to be back up and running following a critical incident.

With organisations becoming ever more dependent on IT for running their business, IT recovery has become an increasingly important element of a business's strategy, enabling the business to reduce risk and continue to operate as quickly as possible if a disaster occurs.

Disaster recovery strategies will be as individual as the business itself, and due to the agility and flexibility cloud offers, we're seeing increasing numbers of customers turning to the cloud to address disaster recovery requirements.

Through the Cobweb Disaster Recovery Service, we will:

- Work in partnership with your team to assess, plan and implement a disaster recovery solution based on the Microsoft Azure cloud.

- Provide comprehensive documentation and regular quarterly or annual tests to ensure you can continue to operate as a business in the event of a critical incident.

Microsoft Azure
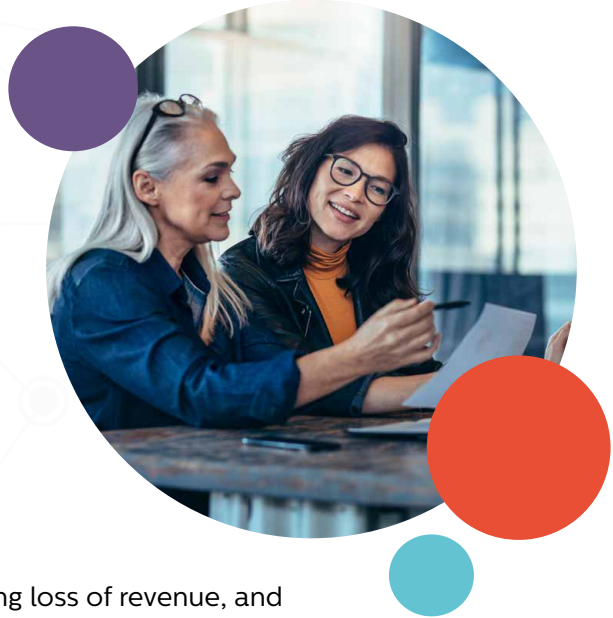
Why have a disaster recovery plan?

Today, customers' expectations have never been higher, and even a small interruption to or reduction in service can result in customers looking elsewhere.

Disaster can strike in various guises, resulting from human error, hardware issues, cyberattack, or natural disaster – such as fire and flood – with the impact potentially devastating, and involving loss of revenue, and damage to customer relationships and reputation.

Therefore, to reduce the risks associated with disaster, every business regardless of size, needs a robust disaster recovery strategy to cover incidents, whatever the severity. As well as protecting against major catastrophe, such as complete loss of the business premises, protection should also be defined for more isolated issues – for example, the loss of a key business system.

Specific reasons for creating a new or revising an existing disaster recovery strategy include:

- To meet newly introduced legislation or industry regulation requirements – such as, for example, those needed to become compliant with the GDPR (General Data Protection Regulation) in May 2018.
- To meet the need to replace an aging existing on-premises backup solution. Backup in simple form is the copying of data, applications and systems to a second location, and which can be restored in the event of loss of the original data. Backup forms an integral part of a disaster recovery strategy.
- In response to a corporate requirement to improve the time taken to recover from a disaster.
- As the result of a company decision to reduce the amount of data that it is acceptable to lose during a period of disruption, defined by a timescale – for example, two hours', three, four, etc.

Why use the cloud for disaster recovery?

Various triggers can prompt organisations to consider the cloud for disaster recovery planning, due to the numerous benefits of the cloud, and which include:

- No large, upfront hardware costs — services, data and infrastructure copies are stored in the cloud and recovery services are only turned on if needed.
- Unlimited storage capacity – one of the many advantages of cloud services is the ability to flex up and down with storage requirements, depending on need.
- Increased agility — the environment can grow or shrink to meet your business's requirements.
- Improved security — encryption is incorporated by default.
- Enhanced availability and reliability — with Cobweb's Disaster Recovery Service, you have an environment built on Microsoft's worldwide enterprise grade solution, supported by multiple datacentres across geographical regions, with zone and stack options available, and creating a safe, secure and robust platform.

Who is Cobweb's Disaster Recovery Service for?

Cobweb's Disaster Recovery Service has been created to support any business looking to address disaster recovery challenges.

Whether for a single on-premise server, a small comms room or a full-blown data centre, replicating services to the public cloud delivers increased agility, enhanced security and lower costs. Cobweb's team of cloud experts have been helping businesses of all size move to the cloud for over 20 years and our teams are here to help.

What does Cobweb's Disaster Recovery Service provide?

Cobweb's cloud experts employ industry best practice and more than 20-years' cloud experience to work in partnership with your team to assess, plan and implement a disaster recovery solution based on the Microsoft Azure cloud.

Cobweb will provide extensive documentation and either quarterly or annual disaster recovery tests to ensure that you as a business can operate in the event of a critical scenario.

The service comprises the following phases:

Assess

During the assessment phase, the Cobweb team will:

- Gain a full understanding of your disaster recovery goals, including recovery time objectives (RTOs) and recovery point objectives (RPOs).

  RTOs and RPOs are defined within your business's backup plan.

  The RTO is the timescale defined by you as a business within which a business process must be returned to operation following an issue, so that the disruption caused by the issue does not result in an unacceptable break in business continuity. For example, if RTO of four hours has been defined for a particular process, this process must be back up and running following a problem within four hours.

  The RPO defines the amount of data a business can allow itself to lose in the event of a disaster, and relates to the frequency backups are made. As an example, if a business defines the RPO to be three hours, a backup must be made every three hours. It's possible that up to three hours' data could be lost in the event of a subsequent disruption, but no more than three hours'.

- Review your existing IT infrastructure and applications to assess backup readiness.

- Propose a detailed disaster recovery plan, designed to enable you to achieve your business goals.

Implement

Based on the output of the assess phase and your goals and plans, the Cobweb team will complete the following steps to deliver your disaster recovery solution:

- Provide you with a detailed document detailing your disaster recovery strategy.
- Set up and deploy disaster recovery software.
- Replicate your existing IT infrastructure to the cloud.
- Ensure the environment is secure.
- Complete a test failover.

Optimise

During the optimise phase, we will:

- Perform analysis and monitoring to optimise your cloud spend and usage.
- Use security and management tools to govern, secure and monitor your cloud investment.

Manage

Cobweb's optional managed services include:

- A quarterly or annual disaster recovery test and review of the plan.
- Monitoring your cloud infrastructure.
- Reactive support.
- Proactive security management.

Why Cobweb?

At Cobweb we support you with a team of engineers and solution architects who have designed and deployed cloud solutions for more than 5,000 customers over 20+ years, and helped organisations of all size to migrate on-premises IT infrastructure to the cloud.

We offer a number of other cloud-based solutions and services and our experts can help at every stage of your cloud journey – from planning and assessment, to implementation, knowledge transfer and managing your cloud environment over the long-term.

We offer cross-disciplinary expertise that considers your current environment and goals to design an appropriate strategy and solution for your business.

cobweb

Next Steps

If you'd like more information about Cobweb's Disaster Recovery Service, or any of the cloud-based services we offer, contact any of the Cobweb team. You can reach us on **0333 009 5941**, or email **hello@cobweb.com**. We're here to help.

Let the cloud work for you. Call us now to find out how Cobweb can help your business become more agile, productive and mobile.
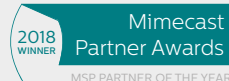
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About Cobweb
Cobweb is one of Europe's largest cloud solutions providers. Founded in 1996, the company draws on in-depth expertise and decades of experience in what is now known as cloud, empowering organisations of all sizes to grow into flexible, agile businesses through the deployment of best-of-breed cloud technologies.

A member of the Cloud Industry Forum and a Microsoft Gold Certified Partner, Cobweb was the first provider in Europe to deliver Microsoft cloud services through the Microsoft Cloud Solution Provider programme. The company prides itself on innovation and liberating its customers and partners through technology. This is backed up by UK support and advice 24 hours a day, 365 days per year. Based in London and Dubai, with an operations centre on the south coast, Cobweb is a British company with a global outlook.

Microsoft Partner of the Year 2018 Finalist | 2018 WINNER Mimecast Partner Awards — MSP PARTNER OF THE YEAR | 2017 WINNER Microsoft Cloud & Hosting Summit — CSP MOMENTUM PARTNER AWARD | CLOUD INDUSTRY FORUM | CERTIFIED INFORMATION SECURITY MANAGEMENT SYSTEM — URS ISO 27001 | CERTIFIED QUALITY MANAGEMENT SYSTEM — URS ISO 9001

📍 **London, United Kingdom**
1 Canada Square, Canary Wharf, Level 39, London, UK E14 5AB
www.cobweb.com, hello@cobweb.com, 0333 009 5941