

## IBM Business Continuity Solutions for Mid-sized Companies—Managing Health and Availability of IT Infrastructure



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### Highlights

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- **Minimize downtime and disruptions to business with a comprehensive solution that ensures the health and availability of your IT infrastructure.**
- **Keep your systems healthy and at peak performance levels.**
- **Address planned outages and unplanned service interruptions with high availability.**
- **Gain increased visibility of your hardware and software assets.**

### Time is money

When it comes to your business, downtime is unacceptable. Your customers, employees and suppliers expect to be able to tap into your business around the clock from all corners of the globe. When a system outage occurs, even if it's just for a few minutes, you run the risk of losing customer relationships, productivity and revenue. Consider a simple scenario: If customers come to your Web site to make purchases and it is unavailable, for whatever reason, your competitor's site is only a few keystrokes away.

Minimizing system downtime and disruptions to business is a critical part of business continuity. This is because business continuity is not just about recovering from a disaster—it is also about health and high availability. It's not necessarily about 24x7. It's about keeping systems and services available during the hours and times that are relevant to your organization. To help keep operations running during critical periods, you need solutions that can ensure that:

- *Your systems are healthy.*
- *Key business applications and data are available when your customers, suppliers and employees need them.*
- *The costs to keep your business running are predictable and manageable.*

### Maintain the usual—even during the unusual

Today's business environment is characterized by rapid, unpredictable change. Some changes bring opportunities; others bring challenges or even threats. Through it all, your business must be ready, responsive

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and resilient, taking advantage of opportunities while neutralizing challenges and threats. Your IT infrastructure must be monitored to ensure the continuity of your business operations—keeping applications and data available to those who need them when they want them.

IBM understands the business continuity needs of mid-sized companies like yours. Working with our Business Partners, we have harnessed the power of innovation to develop solutions that can help you assure that your critical business processes, IT systems and networks are healthy and continuously available. IBM's offerings for managing the health and availability of IT infrastructures are designed to help your mid-sized business meet your business continuity and resiliency needs.

This integrated set of services, hardware and software solutions is sized and priced to help you maintain healthy systems and high system availability, and decrease the

possibility of lost business, reputation and competitive advantage.

### **Minimize unplanned downtime**

Performance and availability are paramount to the success of your business. At the same time, your systems and infrastructure are growing to meet the demands of your business and are becoming more complicated. You're adding servers here, a new set of workstations there, mobile devices everywhere and your network is expanding. This increases both the chances of an outage caused by bottlenecks and performance degradation and the complexity of diagnosing the source of the outage.

The answer to these challenges is automated monitoring tools installed on reliable hardware that can ensure that your applications, servers and networks are going to be there—available and secured—so your business can keep moving. IBM has created the Managing the Health and Availability of IT Infrastructure solution blueprint, which helps IBM Business

Partners to use IBM software and hardware components and create a solution that meets those requirements. This Solutions Builder Express Starting Point provides a solid foundation that you can enhance or expand to suit your specific needs.

This centralized management solution combines IBM Tivoli® Monitoring Express with IBM System x3500 or IBM System x3650 and testing services from IBM and Business Partners to help you monitor and manage operating systems, databases and applications. It collects data from applications, systems and subsystems and then filters, correlates and analyzes it, delivering the vital information you need in an easy-to-understand graphical interface. It also includes hundreds of best practices and performance metrics that can help identify and resolve infrastructure problems. This means quick fixes before your users notice anything might be wrong.

The System x™ servers provide exceptional availability, simplified

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manageability, outstanding performance and scalability. The x3500 is a tower and the x3650 is a rack-mounted system. Depending on your existing IT environment, you can use either configuration.

The benefits of this solution are:

- *Increased IT resource availability*
- *Quick identification and resolution of problems with less disruption to your business*
- *Self-managing automation that frees IT resources to work on other tasks, saving time and money*
- *Better visibility and control of your increasingly complex IT infrastructure and applications*

System i and System p are architected from the start with resiliency in mind, beginning with the chip technology. From a reliability, availability, and serviceability (RAS) standpoint POWER processor-based servers include features designed to increase availability and to support new levels of virtualization.

System i and System p are engineered for RAS, using an architecture-based strategy designed to minimize unplanned outages. This includes a wide variety of features to automatically analyze, identify, and isolate failing components so that repairs can be made as quickly and efficiently as possible.

IBM's RAS engineers are constantly making improvements in server design to help ensure that IBM servers support high levels of error detection, fault isolation, recovery and availability.

### **High availability infrastructure to help reduce application downtime**

Monitoring the health of your IT infrastructure is only one part of a comprehensive solution for managing its health and availability. You also need a solution that can address both planned outages (for maintenance and backups) and unplanned service interruptions with high availability.

One method for ensuring high availability is to run your mission-critical

applications and systems in a clustered environment. In this environment, you can maintain the redundancy of your applications and data—and the methods to switch users between redundant resources as needed.

By implementing a clustered environment in a data center with a primary and back-up production configuration, maintenance and unplanned outages go relatively undetected by customers. This helps ensure effective operations, saves valuable time and reduces IT management costs. But that's not all: When your strategic systems and application databases are available, then customers, employees and suppliers can get what they need from your business—helping bolster your success and competitive advantage.

To ensure the overall health of your system and to help prevent outages before they even occur:

- *Ensure that functions such as phone home and remote access capabilities*

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- (where available) are working.*
- *Be sure that systems are kept up to date with fix and upgrade maintenance.*
  - *Look for possible future problems by regularly reviewing system error logs for messages.*
  - *Ensure that system, network, and application performance is monitored regularly and that you have sufficient capacity to adapt to changing growth requirements.*

The IBM High Availability Express Portfolio Solution on System i is one of IBM's high-availability solutions for mid-sized businesses. Developed by IBM and IBM Business Partners, this solution builds on the legendary reliability of System i. To achieve the highest possible availability, multiple System i server units are tied together with high-function third-party software from ISVs such as DataMirror, iTera, Lakeview Technology, Maximum Availability, Trader's and Vision Solutions, or IBM solutions such as IASP/XSM, Geo/Metro Mirror and Flashcopy.

IBM System i Enhanced Capacity Backup (CBU) is for System i clients looking for a flexible and cost-effective option to help meet a broad range of DR and HA needs. A second system can help protect against all outage types and provide an environment to meet all types of recovery time and recovery point objectives. Benefits include:

- *Increased availability*
- *Increased resiliency flexibility – implement for today's needs and grow as required*
- *Help in meeting increasing Service Level Agreements (SLAs)*
- *Help to satisfy differing levels of DR and HA needs*

A second copy of data stored on a disk as opposed to tape helps demonstrate compliance to business, regulatory and statutory requirements.

The IBM High Availability Express Portfolio Solution on System i can help:

- *Support mission-critical 24x7 environments.*
- *Enable role swapping and workload distribution.*

- *Minimize planned and unplanned downtime.*
- *Allow full on demand processor capability.*

### **Increase the availability of your desktop systems**

Another important component in a solution for managing the health and availability of your IT infrastructure is desktop management and control. In today's work environment, desktop management can be an immense juggling act. As your business changes and grows, you often add and remove desktops to meet your needs. As a result, you might be finding it difficult to track and update desktop assets consistently. Compounding the problem are users that are running unsupported or unlicensed software on their personal computers, which can make it difficult for your IT staff to safeguard or recover systems. Desktop clients might sit unprotected for weeks or months before security patches and virus software updates are installed, leaving the systems exposed to spyware and virus attacks. The resulting

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downtime and data loss can take a significant toll on the productivity of your IT staff and business users—and on your total cost of ownership (TCO).

You can significantly decrease the burden and the cost of desktop management with IBM Express Desktop Management Services. Designed to reduce the complexity of managing Intel®-based client systems, IBM Express Desktop Management Services and your IBM Business Partner together can deliver the tools and services you need to help increase desktop systems availability, reduce IT management complexity, enhance security and reduce total cost of ownership. One of the IBM Express Portfolio™ of solutions, IBM Express Desktop Management Services is designed, developed and priced specifically to meet the needs of medium-sized businesses.

The Express Desktop Management Services integrated management platform is deployed and provisioned

over the Internet and managed by a Web-based console. This central point of control gives you increased visibility of your hardware and software assets, so you can help ensure consistency, identify security gaps and support users effectively—without putting undue pressure on your IT organization. Plus, you can choose only the functionality you need, and pay for it based on the number of seats you support. IBM Business Partners also offer a number of managed services options as part of the IBM Express Desktop Management Services solution, which gives you the freedom to offload desktop management tasks to an experienced provider.

The benefits of using this combination of software and services for desktop management include:

- *A boost in uptime and a reduction in downtime, both of which increase user productivity*
- *Increased IT efficiency as resources are freed to pursue more strategic tasks*

- *Lower total cost of ownership of your desktop environment*
- *Support for standardized software and patch distribution, which helps reduce security risk*
- *More accurate and complete asset tracking, which helps improve decision making*

### **IBM financing for mid-sized businesses makes our solution affordable**

IBM offers the following financing options to mid-sized businesses like yours so that you can take advantage of our solutions for managing the health and availability of your IT infrastructure:

- *Low rate financing*  
*Get competitive rates on smaller transactions of both IBM and non-IBM products and services, with simplified eligibility.*
- *Cash for your unwanted equipment*  
*IBM Express Asset Recovery Solutions, a suite of services and offerings, are designed specifically for end-of-life products. Buyback, disposal and data security services are available for IBM*



*and non-IBM assets—and even some logistics services.*

- **IBM Certified Used Equipment**  
*Enjoy IBM quality at a fraction of the cost of new—an effective alternative when matching, upgrading or adding to your IT portfolio.*
- **Software and services financing**  
*Standalone software and services financing is available for most customers. We'll finance a 100% software and services solution with no hardware and personal guarantees required.*

The IBM solutions for managing the health and availability of your IT infrastructure are designed to meet your needs, offering modular, easy-to-buy, easy-to-manage and affordable packages. You can implement a solution quickly with limited up-front investment, freeing you to focus on serving your customers and building your business.

And unlike business continuity solutions from other solution providers,

IBM and our Business Partners bring mid-sized companies the best of both worlds—a comprehensive line of integrated, best-in-class hardware, software and services along with a vast network of local Business Partners who have been where you are and know where you want to go. This integrated set of services, hardware and software solutions are sized and priced to help you maintain healthy systems, high system availability and decrease the possibility of lost business, reputation and competitive advantage.

To speak to an IBM representative about the IBM solution for managing the health and availability of IT infrastructure, call 1-877-IBM-ACCESS.

To learn more about IBM's full complement of business continuity solutions designed specifically for our mid-sized clients, visit:

**ibm.com**/businesscenter/smb/us/en/solutionssecurity/

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