

Datacentre, Back-Up & Disaster Recovery

Memberconnex systems are deployed in Cyberglue's Auckland data centre, which is hosted by Vodafone. This data centre has been designed for mission critical applications. Multi-core fibre has been laid via two physically diverse paths from the Vodafone network into the centre. Environmental services have been designed from the ground up with "n+1" redundancy. HVAC, power and transmission have all been designed for uninterrupted operation.

All Vodafone data centres have a multi-stage security design that is controlled via electronic surveillance. From access card technology controlling the movement of personnel, to electronic locking systems for all cabinets, movement within the data centres is controlled, tracked and logged.

Connectivity is via a 10Mb/s fibre link, with burst capacity up to 1Gb/s.

The Cyberglue environment features fully managed provision for each system of: Application Server, Web Server, Database Server, outbound Email Server, hosting on SUN or IBM servers, secure firewall, 24 x 7 automated monitoring, data storage and daily data backup.

The back-up schedule is a daily backup, with media being removed from the premises to two separate disaster recovery locations in Auckland. If you inadvertently delete something, restoring it from backup usually takes less than an hour, and is charged (rarely) at \$180 per hour.

We have a disaster recovery plan for minor outages through to catastrophic failure of the data centre and its environs. In that event, the plan specifies the provisioning of replacement hardware in a secure 3rd party data centre, the restoring of system environments and customer data, testing and configuring of DNS and routing in as little as 8 hours or a maximum of 48 hours.

Following the earthquakes in Christchurch, we have modified that plan to include a contingency for a city-wide outage lasting days or weeks. In that event, we have a plan to relocate the data centre to a cloud-based provider in Sydney or Dallas, with a possible downtime of 72 hours.

We are happy to negotiate customer-specific Service Level Agreements, with guaranteed uptime, response times, and more in-depth disaster recovery options - for an additional monthly fee. But additional SLA's have seldom been required as the core service is usually more than sufficient.