



engage. empower. evolve.™

OnBase
a Hyland Software solution



“A large part of our business is being able to manage large volumes of information and deliver it. Our OnBase solution is a significant part of what enables us to serve the housing needs of our community. No one can tell you when a disaster may destroy your ability to provide access to your data. OnBase provides us with confidence that we will be able to continue to provide our services when disaster does strike.”

Leo Saidneway
Masshousing

WHEN WAS THE LAST TIME YOUR ONBASE SYSTEM GOT A CHECK UP?

OnBase® offers a suite of data validation and disaster recovery services designed, operated and supported by the developers of the award-winning enterprise content management (ECM) solution relied on by thousands of organizations. This intimate knowledge of the software makes OnBase Disaster Recovery Services the best option for maintaining and restoring the integrity of an OnBase database and/or disk groups, ensuring information validity and, ultimately, peace of mind.

By supporting disaster recovery and business continuity, OnBase Disaster Recovery Services can play a critical role in governance, risk and compliance (GRC) initiatives. Services include the following:

- Emergency Onsite Recovery
- OnBase Hosted Disaster Recovery
- Database Backup Validation
- Disk Group Validation

Validation and recovery services won't solve all of the problems faced by busy professionals, but they can certainly reduce the number of things you have to worry about and allow you to focus on running a business. In addition, hosted disaster recovery could reduce business interruption insurance costs by between 10 percent and 25 percent.

OnBase Disaster Recovery Services provides a comprehensive modular solution that can be rapidly implemented according to an organization's unique requirements. It is also backed by the same high levels of professionalism, customer service and technical expertise all OnBase customers enjoy.

WHY ONBASE DISASTER RECOVERY SERVICES?

If any of the following concerns have been raised at your organization, a OnBase Disaster Recovery Services solution may be right for you:

Business Continuity: Unfortunately, the test of many backup solutions doesn't occur until a disaster strikes, which can range from something as mundane as a server failure to a full-blown natural disaster. Validating and testing database backups, Disk Groups and media ensures that you won't lose data. For environments where even minimal downtime is not an option, the OnBase Hosted Disaster Recovery Site replicates a premises-based solution in a SAS 70 II-certified data center. Even if the physical location is inaccessible, operations can resume nearly immediately.

Governance, Risk and Compliance: Support your corporate accountability initiatives by ensuring that data stored in OnBase will be available to auditors, regulatory agencies and as part of legal discovery. Organizations working with OnBase Disaster Recovery Services can mitigate risk by employing a professional third party and eliminate the single point of failure created by relying solely on in-house resources. Even if the database and Disk Groups have no serious flaws, the validation report is objective proof that best practices were followed.

High Operating Costs: Whether your enterprise is mid-tier or F500, the infrastructure and expertise needed to deliver these services with internal resources can be expensive, time consuming and divert resources and attention from core business. OnBase Disaster Recovery Services allows you to enjoy the benefits and peace of mind associated with knowing your data is secure without an overwhelming capital expenditure.

Doubts About System Efficiency: In addition to validating the database and the backup media, OnBase Disaster Recovery Services provides a report outlining suggestions for optimizing the system. As a result, even if OnBase Disaster Recovery Services confirms that everything is in order, you can still benefit from the experience and advice of OnBase experts.

The Law of Unintended Consequences: The common wisdom that almost every human action has at least one unintended consequence applies to hardware and software upgrades as well. In fact, 10% of OnBase Disaster Recovery Services customers who have had previously validated backups experience a non-restorable backup. Incomplete, insufficient or otherwise failed backups have resulted from the installation of operating system service packs, newer versions of backup software and agents, database software or virus detection software. Adding file groups, drives or Disk Groups can also affect backup integrity. OnBase technicians will verify that you haven't been the unwitting victim of this law.





CONFIRM THE INTEGRITY AND RESTORABILITY OF YOUR ONBASE DATABASE AND DISK GROUPS

One out of every five new customers' first backup tapes sent to OnBase Disaster Recovery Services is not restorable. OnBase Disaster Recovery Services's testing and validation services provide reassurance that if the worst happens, the mission-critical data you thought was stored on backup tapes and/or disks really is present and usable. OnBase Disaster Recovery Services professionals can verify a database or OnBase Disk Groups.

DATABASE VALIDATION

Subscribers to OnBase Database Validation Service send database backup media to Hyland's corporate headquarters at regular intervals determined by the OnBase customer in conjunction with the system administrator and/or Authorized OnBase Solution Provider. Technical professionals run through the actions taken during an actual server failure, including restoring the database to a different server.

Tests are run to verify that the data has been successfully and completely restored, the media is readable and the database itself is free of internal errors. If a problem is encountered, the subscriber customer is notified immediately, a Hyland Software technician helps to resolve the problem and follow-up media is validated at no extra charge to make sure the problem is solved. Following a

successful restoration, a statistical report is generated and symptoms of potential problems, such as an increasing number of orphaned files, can be identified.

OnBase Disaster Recovery Services supports a wide range of databases and software*, including Microsoft® SQL Server 7 or higher, Oracle®, Computer Associates International BrightStor™ ARCserve Backup Software, Veritas™ Backup Exec™ 9.0 and NetBackup™ 5.1 software, Syncsort™ Backup Express, Yosemite Tapeware™, IBM Tivoli®, Microsoft NT Backup and others as reviewed and approved by the OnBase Disaster Recovery Services service team. Supported tape formats include LTO 1, 2, and 3; DLT, up to SDLT 600; AIT 1, 2 and 3; VXA 1 and 2; and DDS4.

DISK GROUP VALIDATION

OnBase Data Recovery Services will also ensure the integrity of OnBase Disk Groups for clients who are using database validation and media storage services. With this option, after the database has been tested and validated, the existence of all of the files is verified. Files are checked byte-by-byte for proper format and size according to the database.

Disk Group Validation establishes readability of the disks and whether each file is present and complete. After testing is complete, a detailed report outlining all findings is generated.

* To provide the best possible service to OnBase customers, the OnBase Disaster Recovery Services Team is constantly testing new backup technology in order to provide expanded support. Contact Hyland Software at 440.788.5000 for more information about the most current and potential supported products.

RECOVERY SERVICES

Not only does the OnBase Disaster Recovery Services suite offer the peace of mind that comes from knowing that data is restorable before a disaster strikes, it can also help facilitate the restoration of an OnBase system to get you up and running faster after a disaster. Subscribers to OnBase validation services can take advantage of two options for emergency

recovery: Emergency Onsite Recovery Service and the OnBase Hosted Disaster Recovery Site. Because there are no additional charges for services covered in a Disaster Recovery Services agreement, these options eliminate the potential need to secure contracts or budget approval during a stressful time.

ONBASE HOSTED DISASTER RECOVERY SITE

The OnBase Hosted Disaster Recovery Site is ideal for customers who cannot afford even the brief downtime associated with restoring a database. The fastest option for making OnBase available to users after a disaster, the OnBase Hosted Disaster Recovery Site replicates an organization's OnBase system in virtually real time. In the event of a disaster, users can immediately access OnBase via the Web simply by changing their URLs.

Unlike other replication technologies, the OnBase Hosted Disaster Recovery Site is specifically developed to maintain an OnBase solution and leverages OnBase's Disk Group and volume capabilities. Most replication technology works on the block level, writing a portion of the

disk as opposed to just the updated files. This method increases the likelihood that a corruption could also be replicated. Using OnBase volume technology, once a volume is promoted, all updates are made automatically on a file-to-file basis, so no corruptions are replicated.

As an additional layer of assurance, databases and Disk Groups are validated on a quarterly basis to ensure the data and documents are available. In the unlikely event that the connection between the customer site and the OnBase Hosted Disaster Recovery Site lapses, the replication technology will monitor what data has been synchronized to assure a complete update when the connection is re-established.

EMERGENCY ONSITE RECOVERY SERVICE

When a subscriber to Hyland's Emergency Onsite Recovery Service calls to report a database failure, a technician is dispatched to that customer's designated U.S. location on the first available commercial flight. The experienced technician will be available onsite for up to five days to provide assistance in getting the OnBase system back online.



ABOUT HYLAND SOFTWARE

Disaster Recovery Services is among the many professional services available to users of Hyland Software's OnBase enterprise content management (ECM) software. OnBase is a fully integrated rapidly deployable enterprise-class application that combines document imaging, electronic document management, workflow and records management in a single application. OnBase allows organizations to manage digital content, including scanned paper documents, faxes, print streams, application files, electronic forms, Web content, multi-media files and e-mails. Used by businesses and government agencies, OnBase automates business processes to reduce the time and cost of performing important business functions, improve organizational efficiency and address the need for regulatory compliance through the management, control and sharing of digital content with employees, business partners, customers and other constituencies. Visit www.onbase.com for more information.





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