

# Continuity and Resilience (CORE)

## ISO 22301 BCM Consulting Firm

### Presentations by Speakers at 8<sup>th</sup> India Business & IT Resilience Summit

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# Cloud**4C**

ANY CLOUD. ANY PLATFORM **TOTAL CONTROL.**



Providing Enterprise Grade  
Cloud Managed Services Globally

# Who We Are?

## Is a “Born in a Cloud” provider of Mission Critical Enterprise Cloud Solutions.

- Verticalized solutions
- Industry leading SLAs
- Meets complex security, regulatory compliance requirements in Geo’s Operated by us

Largest Global Premium Supplier

of SAP HANA Enterprise Cloud

across Strategic Geographies



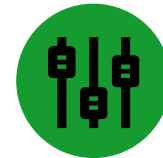
**CONTINUITY**  
ensuring  
ZERO DATA LOSS



Compliance  
providing you  
**COMPLETE  
SECURITY**



Customization  
giving you  
**COMPLETE  
FLEXIBILITY**



Control  
giving you  
**COMPLETE  
POWER**

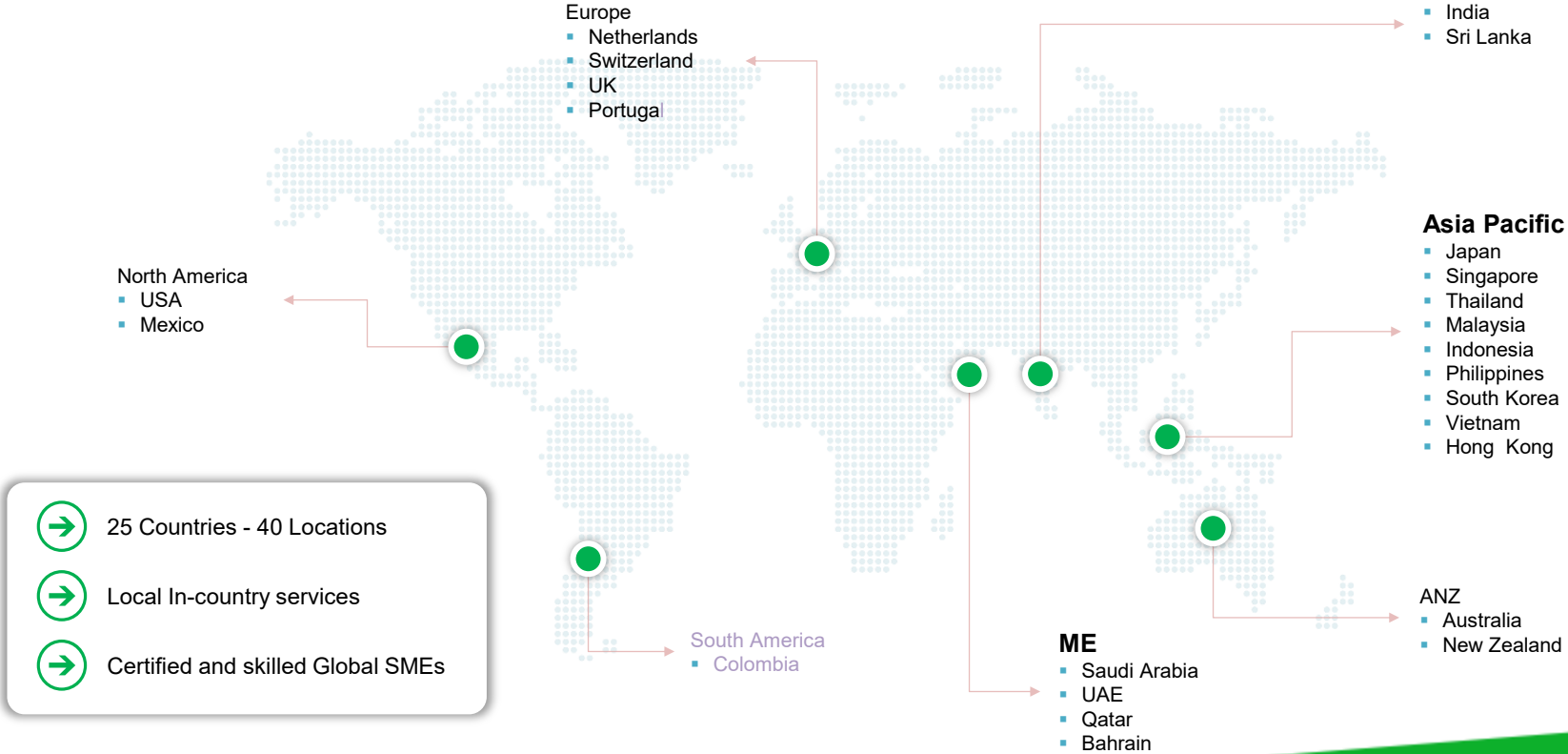
# Cloud4c At a Glance

Global Community  
Cloud Provider to  
meet the needs of  
specific industries

End to End  
managed services  
with multi Cloud  
delivery model

Experience with  
Regulatory  
compliance and In  
country hosting for  
Data privacy

# Global Presence





**SERVING**  
**3500+**  
**ENTERPIRSES**  
**GLOBALLY**  
**INCLUDING**  
**60 OF**  
**FORTUNE 500**

# Certifications

**SAP® Certified**  
in Application Management Services

**SAP® Certified**  
in SAP HANA® Operations Services

**SAP® Certified**  
in Hosting Services

**SAP® Certified**  
in Cloud Services



## TIA Tier 4 certification

Industries highest Uptime of 99.995%



## ISO 22301

Business Continuity Management System



## ISO 2000-1

Efficient and timely service delivery



## SOC-1, SOC-2

Organization wide process



## ISO 27001, 27017, 27018

Ensuring data security and safety



## ISO 9001:2015

Ensuring quality

# People



**1800+** People Strong Group

Certified people resources

- Hyperscaler Platform Certified
- ITIL, COBIT, CDCP
- CISA, CISSP, CISM,
- Six Sigma, PMP
- SAP Basis, HANA

More than 75% of the people resources are dedicated to customer support (Service Delivery) operations.

# Customer | Vertical wise

IT and Related	Financial	Manufacturing	Pharma Healthcare	Media	Govt.	Others
		 DAIMLER		 TIMES GROUP	 Government of India	 ARVIND MAFATLAL GROUP The ethics of excellence
	 Mahindra Finance	 Bangchak	 Bristol-Myers Squibb	 NDTV	 TAMOUH	 TAMOUH
	 LAZARD ASSET MANAGEMENT	 VIDEOCON	 OSOTSPA	 YEP ME .COM	 MTR SINCE 1954	 MTR SINCE 1954
	 Bandhan Bank	 THAI SILK	 Thai Union	 TIMES. MUSIC	 Energy Queensland	 sama AL RAVVABI
	 MIZUHO	 Georgia-Pacific	 BIOGENOMICS Enriching Life through Scientific Insights...	 JABONG .COM	 APT RANSCO	 bloom.
		 PHILIPS				



Extensive **technology expertise** to enable your business

Focus on your core business, leave the rest to us

24X7 Monitoring,

Trouble Shooting

Remote

16 Center of Excellence



People

300+ Certified Engineers

<b>Security</b> UTM, SIEM, MFA, DDoS, SOC etc	DAAS	VDI, Citrix, Microsoft	<b>DR and Backup</b> RPO, RTO, SLA, Zero Data loss, GLBS	<b>Total Infra Outsourcing</b>
	APPS	Exchange, Sharepoint, Jboss, Weblogic		
	ERP, CRM	SAP, Dynamics, E-Biz, Axapta		
	MIDDLEWARE	IIS, Apache, Tomcat		
	DATABASE	Oracle, Sybase, MS SQL, My SQL, IMD, Hadoop, Mongo		
	O/S	Windows, Linux, HP-UX, Solaris, AIX		
	NETWORK	VPN, MPLS, LMS, Load balancers, Switches, Routers		
<b>PLATFORM</b>		Microsoft Azure		

ITIL, COBIT  
ITSM, Lean  
Six Sigma  
PMI



Processes

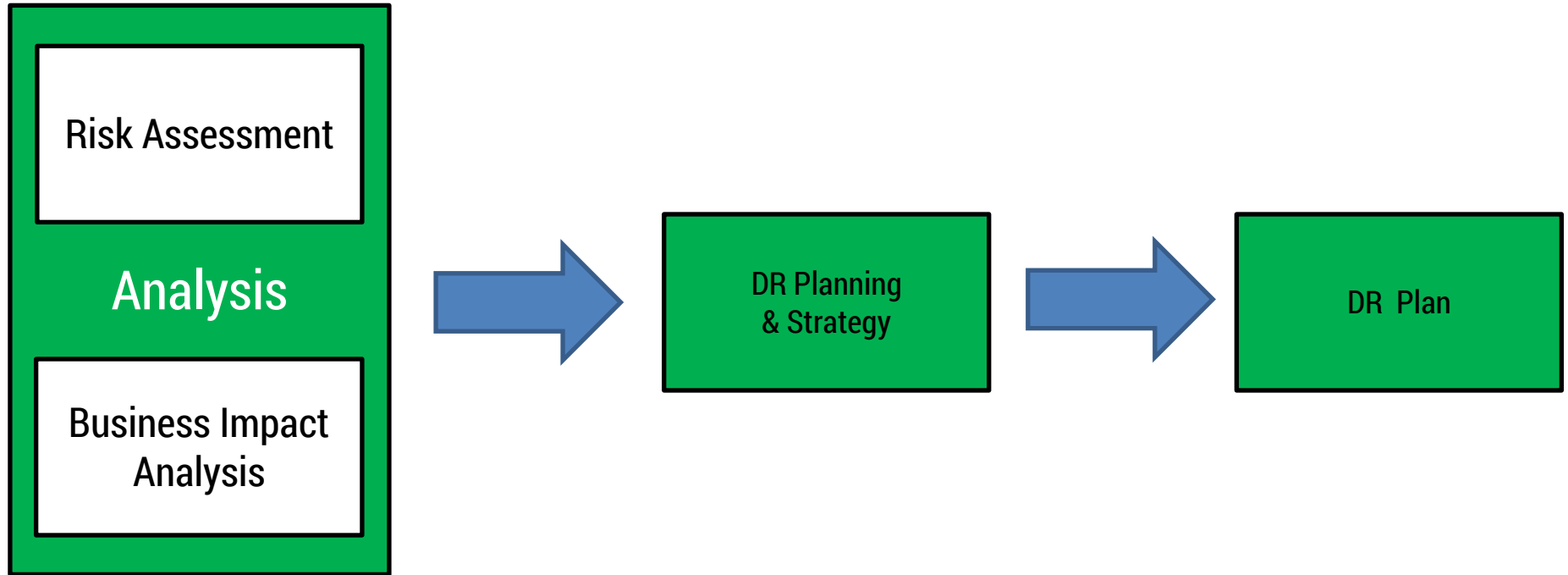
Automation Group  
50 Engineers

Total Ownership Philosophy

# What is Disaster Recovery

- Disaster recovery (DR) is an area of security planning that aims to protect an organization from the effects of significant negative events.
- A disaster can be anything that puts an organization's operations at risk, from a cyberattack to equipment failures to natural disasters.
- DR allows an organization to maintain or quickly resume **Mission- critical Functions**.
- The disaster recovery process includes planning and testing, and may involve a separate physical site for restoring operations.
- Recovery point objective ([RPO](#)) and Recovery Time Objective ([RTO](#)) are two important measurements in disaster recovery and downtime.

# Relationship between Core business and continuity element



# Why Cloud4C DRaaS

# Cloud4C DRaaS | Key Differentiators



**400+ DRaaS customers**



**Compliance Ready**



**Flexibility & Scalability**

DR Setup built for critical business ( on Private/Public cloud) applications which provides agility on the IT capacity to scale up on demand



**Zero Downtime & Zero Data Loss Environment**

We have created Zero Downtime & Zero Data loss environments for Enterprise Customers running business applications



**TCO benefits**

TCO Benefit of 30% vis-à-vis In House DR using Cloud4C DR on Demand framework built on Public cloud.



**Complete Ownership**

Cloud4C DR Services include end to end ownership including every aspect of solution i.e. User, System, Network, Data & Application.

# Cloud4C People Expertise

**1,800** People with skills and Expertise across Applications, Platforms, Other Cloud Platform, Servers, Devices, Storage and a lot more ...



# Cloud4C DR as a Service



# Cloud4C DRaaS

**Cloud4C Disaster Recovery as a Service-** a framework designed to meet demands of the enterprises to bring resiliency into their business models, to deliver uninterrupted services to their end customers.

**Cloud4C** offers compliance ready, SLA based RPO/RT0 for the applications in Public Cloud , Private Cloud or hybrid environment or Azure Public Cloud + in country DR on Azure Stack or other private cloud platform.

It is a comprehensive offering which can handle the most diversified set of applications & systems with end to end ownership during the toughest times of disaster with pay as you go model.

# Cloud4C DRaaS

## Define the DR Strategy

- Technology consultants work with the Business Owners
- Define the IT DR Strategy for the Business critical applications

## Design the DR Site

- Design the most efficient & optimum DR site infrastructure

## True Ownership

- Implementing, Maintaining, Configuring & testing
- Support during both Recovery & resumption processes

## Managed Services

- 24x7 monitoring of DR Setup with ownership of DR SLA
- Focused & efficient delivery from Technology based CoE

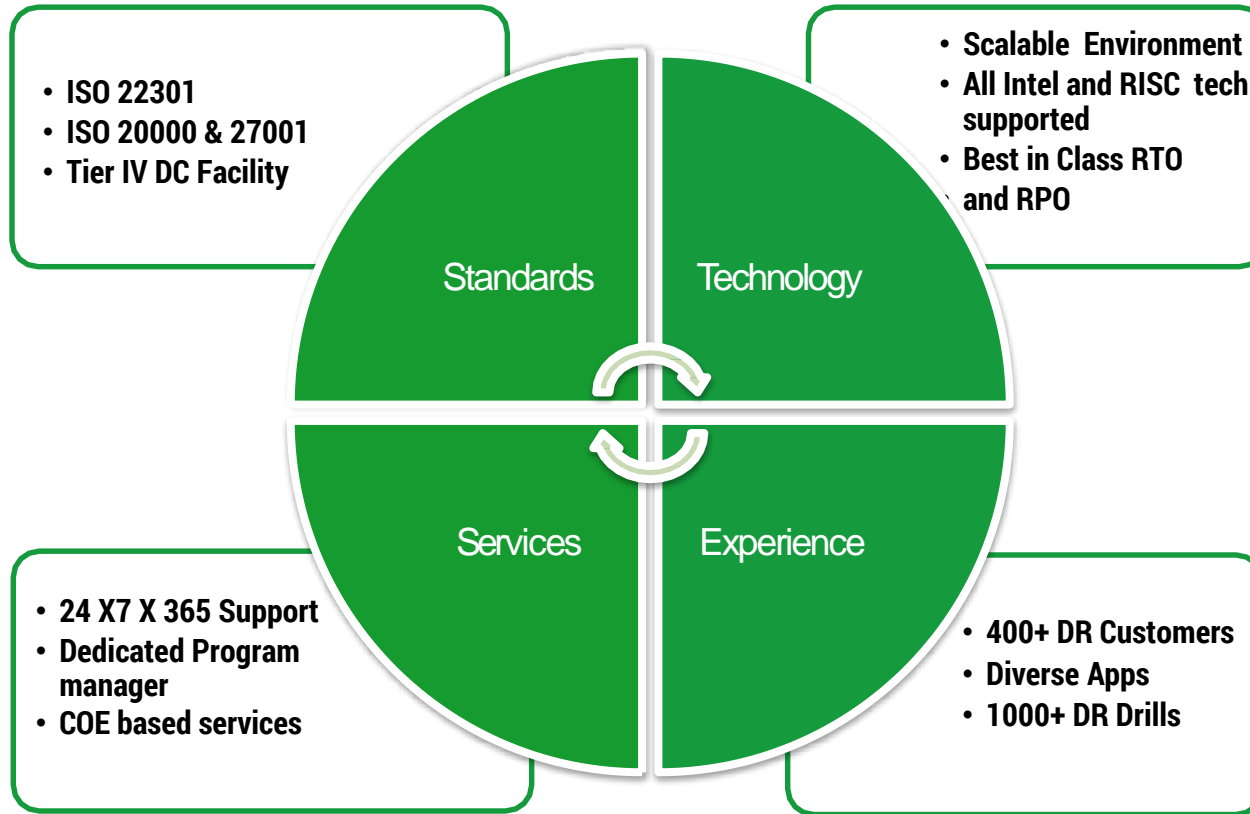
## Efficient Protection at lower cost

- DR on Demand Model with Full Pay during DR Times only

## Continuous Improvement

- Robust Change & Learning Management Process
- Twice DR Drills per Annum with simulation of DR events

# DR as a Service :Key Highlights



# Cloud4C DRaaS | Phases and Framework

## Phase I Assessment

- Project Goal
- Steering Committee
- Business process and workflow
- Identify the business supporting application and dependencies
- Requirement Gathering
- Threat identification

## Phase II Analysis

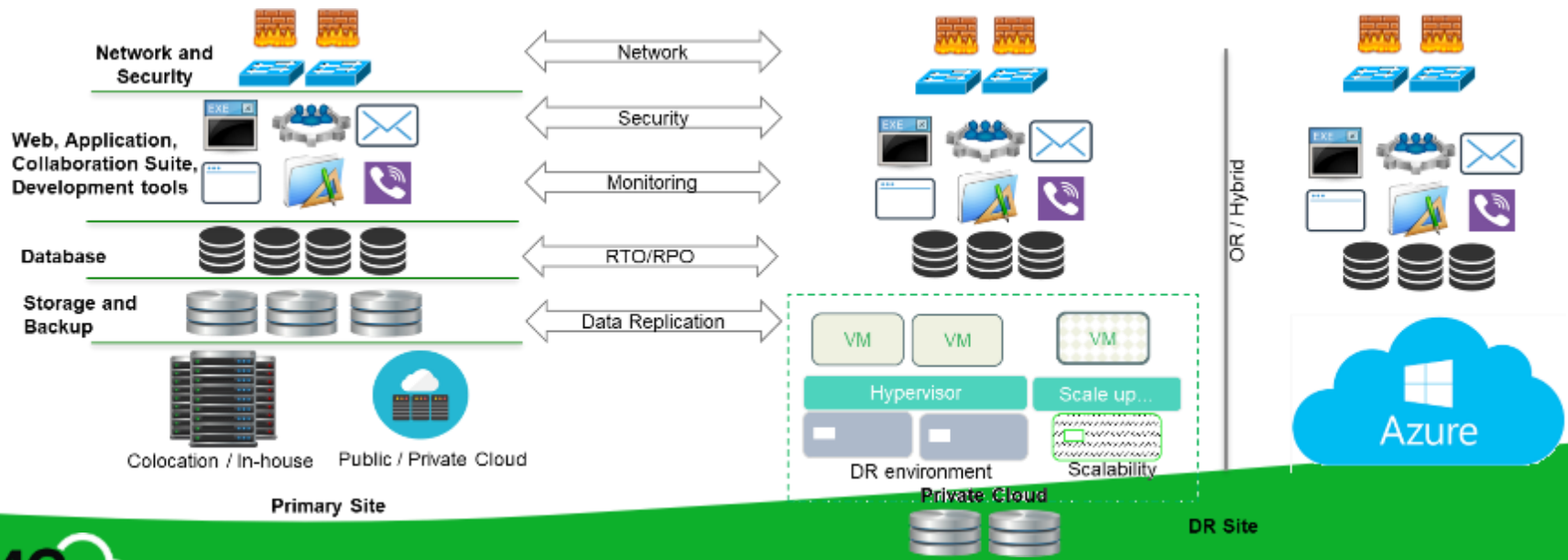
- Business Impact Analysis
- Risk Analysis
- IT Impact analysis
- Business apps dependencies
- Define RTO and RPO

## Phase III DR Architecture and Sizing

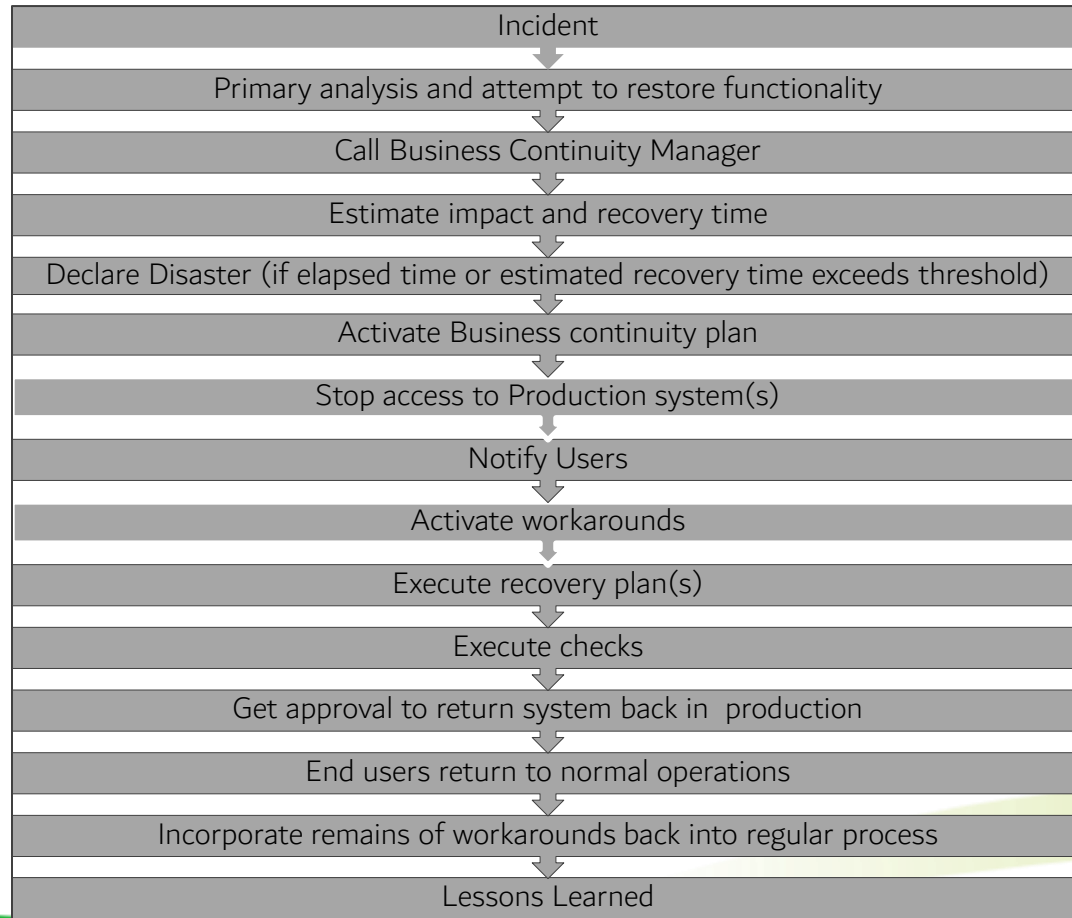
- Design DR Solution
- DR Plan and procedures
- Platform and technology layout
- Cost benefit analysis
- Identifying replication tools

## Phase IV Deploy and Monitor

- Implement DR Site
- Validation and Testing (DR Drills)
- Test observation and plan revision for performance and risk mitigation
- Monitoring and maintenance of DR
- Audits, Review and Plan to increase efficiency



# Cloud4C DRaaS | Disaster Recovery Procedure



**Make the Right  
Move with us  
Today!**

