



Safetynet

# Standard

THE NEWSLETTER OF SAFETYNET PLC



## The Net

### Widens

“Welcome to Issue 6 of the Safetynet Standard. 1998 shows no sign of quietening down as we continue to make investments in new services, technology and locations. These investments enable us to continue the evolution of our business in anticipation of your business continuity needs. In this issue you will be able to read about three brand new service areas and two service extensions and, more importantly, what they mean for you.

The new services are Sun UNIX Recovery, Facilities Management and Training Services, and the service extensions include the new GEMINI range and VIGIL Plus Windows NT monitoring. In addition, we have acquired a second Recovery Centre at East India Dock,

completed the first phase of re-development at the recently acquired New Inn Broadway Centre and registered Safetynet GmbH. Each of these achievements is evidence of our ongoing commitment and dedication to our Subscribers worldwide; Safetynet is not a company to shy from making the investments needed to ensure the ongoing continuity welfare of your business.

Inside, you will meet our City CSS team which has the challenge of keeping five sizeable Recovery Centres running smoothly whilst responding to the everyday rigours of testing and invocation requirements. Paul Morrison will explore the concept of High Availability – the shape of business continuity for the new Millennium? You decide. You will also discover just how we build resilience into the Recovery Centres you rely upon and have the chance to meet Nalco's European Data Centre Manager who explains why business continuity is vital to their operational success.

In addition, the wraps come off the new Safetynet website which sports, among other features, a technical forum and password-protected area for the exclusive use of Safetynet Subscribers.

Corporate responsibility for Safetynet extends to being a good neighbour, so this issue bears news about some sponsorship and charitable activities we have supported in an effort to give something back to the communities of which we are a part.

Finally, our published accounts are now available, just complete the reply card if you would like to receive a copy.”



Paul Hearson, Safetynet's Managing Director

## Here comes the Sun! – Sun UNIX Recovery Service launched

We are pleased to announce the launch of the new Sun Disaster Recovery Service, which extends our previous capabilities within, and commitments to, UNIX recovery services. Sun Disaster Recovery will be available on a fixed-site basis and, like all Safetynet services, can be provided as a stand alone service or integrated with other continuity solutions.

As you may expect of Safetynet, we have developed a unique ‘profiling’ methodology to capture your critical Sun systems configurations for immediate use in the event of a disaster, leading to systems recovery typically within 2-4 hours. The service is launched with a multi-processor Sun Enterprise Server E4500, with commitment to make further investments as required.

Michael Burke, Operations Director, (pictured), says: “The



Sun marketplace is one of today's fastest growing platforms, the very nature of the technology making it an ideal choice for business critical processes and applications. Recovering Sun UNIX can be a complicated process, often compounded by tendencies to under-estimate the potential problems of restoring complete end-user functionality. Safetynet's long standing expertise in the recovery of these, and other, systems provides invaluable peace of mind.”

“This a most timely and important service, which I believe will grow rapidly in significance and is therefore receiving the commitment typical of Safetynet in ventures of this kind. It is another example of our dedication to providing true business recovery solutions for IT-centric organisations who may be running multiple technologies,” continued Burke.

Call 0500 855311 or complete the reply card for details.

### Safetynet FM – Sweet Music for IT Outsourcers with new Facilities Management Service

Not content with one new service, we have also launched a new service for those wanting to outsource a part of their IT infrastructure. Called **Safetynet Facilities Management**, the service provides managed services for Mid-range, UNIX and PC technologies. Recognising that you may choose to outsource your IT in more than one way, we offer three levels of service:

- Management of full operational and systems support requirements
- Provision of managed space only, for those wishing to provide their own operations
- Provision of ‘dark site’ facilities where systems are monitored electronically, rather than by Safetynet or client operations

Rigorous service level agreements will be produced to clarify and agree service deliverables.

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# Train with Safetynet

## New Training Division Launched

The new Safetynet Training division continues the expansion of our service portfolio. Led by **Allen Johnson**, Head of Training, the division will offer courses developed around the theme of business continuity planning, testing and exercising. The courses will run from our Recovery Centres throughout the UK, or if preferred, can be run at client locations.

Recent surveys by both Spikes Cavell\* and the business continuity user group *Survive!*\*\* have revealed a distinct lack of confidence in business continuity and disaster recovery plans and ability to utilise them. Training is therefore an important means of ensuring the skills and confidence required to manage risk, build resilience and successfully recover your businesses in a disaster. Courses currently on offer include:

- Getting Started in Business Continuity Planning
- How to do Desk-based Disaster Simulations
- Business Continuity Planning – Cost Effective Programmes for SMEs
- Business Impact & Risk Analysis
- Developing Contingency Plans
- Exercising and Testing Business Continuity Plans
- Crisis Media Training – Introductory, Intermediate & Advanced
- Managing Stress and Trauma

Technical training packages will be available over the next few months.

\* Spikes Cavell: 'Confidence in disaster recovery arrangements', April 1998  
\*\* Survive!: 'The benefits of an externally written business continuity plan', August 1998

Please complete the reply card for further information.

# Safetynet Welcomes New Subscribers

We are delighted that our relationship with **Murray Johnstone** has been extended for a further five years with the signing of a new contract, in September of this year. We will continue to supply Murray Johnstone, one of Scotland's leading investment managers, with Disaster Recovery for their critical AS/400 and PC Network systems, as well as using VIGIL Plus Environmental Monitoring to provide early warning of computer room problems.

The new contract will also cover Murray Johnstone's Sun technology, and we are pleased to welcome them as our first client for this new UNIX service. Murray Johnstone has been a Safetynet Subscriber since 1992 and will be supported from our Dunfermline Recovery Centre.

Alan Dawson, Director of Information Services at Murray Johnstone, commented: "We have a long standing relationship with Safetynet and I have always been impressed by the strength and depth of knowledge within the company as well as their ability to add value in a number of related areas. Our systems are critical to us and it is essential that we have a business continuity provider whom we can rely on."



# Operations & Consulting Update

New Services and Recovery Centres mean new investments in technology. In addition to acquiring the Sun Enterprise Server E4500, we have – amongst other investments – purchased the largest AS/400 server model dedicated to disaster recovery in the world.

This machine has been installed at our Southern Recovery Centre. It is a 12 way S40/2261 processor and combined with investments in a Philips NTCP cartridge drive, new RS/6000 4 way F50 processor and upgrade of our RS/6000 F40 to a 4 way J50 processor maintains the leading edge capability of our Southern Centre.

In addition, we have invested nearly £350,000 in PC technology for the new Anchorage House Recovery Centre which became fully operational this summer. 6 DELL PowerEdge 4200 servers and 150 DELL Precision 410 workstations were ordered. The workstations are highly powerful sporting 450MHz PII processors and 128Mb RAM each. A variety of standard and flatscreen monitors ranging from 14" to 21" have also been purchased.

Meanwhile at the City and Singer Street Recovery Centres, we have been ensuring the Millennium compliance of our dealing recovery systems. As a result, the

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But why outsource your IT with Safetynet? **Philip Lovell** (pictured), Development Director, explains: "The new Facilities Management service is a natural progression to Safetynet's business. We have managed live computer environments for over twelve years in our capacity as business continuity providers, and our Mirrored Services division has managed live high availability environments for over two years. Acquiring SHL's dealing recovery business earlier this year presented the opportunity to manage a number of outsourced environments, which we assumed following extensive research and development prior to acquisition."



"Also, unlike other IT outsourcers, Safetynet is a business continuity marketplace veteran. Skills we have acquired and refined over the years enable us to manage your daily operations, with the advantage that business resilience and continuance are a constant focus."

Call 0500 855311 or complete the reply card for details.

# SPOTLIGHT – City Slickers

The demands placed upon Safetynet's City Branch today are very different to the scenario that existed back in October 1987, when Safetynet's first London location opened in Ealing. At that time, demand was for single processor recovery, often on System/38 or the newly launched AS/400 machines. System downtime would typically last for four or five days before recovery was achieved – and businesses could tolerate this level of loss – and the only staff who needed to relocate to the Recovery Centre would be one or two IT personnel.

Nearly twelve years later, the picture is somewhat different. Safetynet now services the recovery needs of London's business community from five high quality Recovery Centres providing over 100,000 sq.ft. of recovery space. And requirements have changed dramatically too. Over the years the portfolio of available services has grown and today City Branch Subscribers have access to IBM Mid-range, Sun UNIX, Dealing, Call Centre, PC Network, Work Area and Data Disaster Recovery Services. On top of those, there are High Availability services for those who can barely tolerate four or five minutes of downtime. Facilities Management, Millennium Testing, Training, Systems & Environmental Monitoring and Business Continuity Consultancy complete the picture. And each of these services exists because of the growth and evolution in use of information technology and hence disaster recovery.

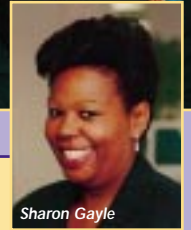
As **Julian Durdle**, Customer Support Manager for Safetynet's City Recovery Centre (CRC) at Tower Hill says: "Gone are the days of the single processor; today a typical recovery (whether test or real-life Invocation) means 3-8 file servers, full data and tele communications, AS/400, dealing, VAX and network technologies, setting up local and wide area connections and supporting 170 users plus – either remotely or from the Recovery Centre – and delivering full functionality typically within 2-4 hours depending upon the volume of data to be restored."

Such changes require dedication from a team of highly skilled recovery specialists, which is what Safetynet's City Customer Support Specialists (CSS) provide. For example, Julian and his opposite number **Toby Harald**, Customer Support Manager for the Branch's East India Dock and Trading Places operations, share an impressive CV, both being specialists in the recovery of Windows NT, OS/2, NetWare, communications, ACD, CTI and dealing technologies.

Along with **Jim Ashman**, Operations Manager of our New Inn Broadway Recovery Centre with 24 years experience of the banking and dealing industries, they ensure the smooth running operations, prompt response



Back row, l-r: James Wilkey, Julian Durdle, Marcus Misiukiewicz, Toby Harald, Dean Thake. Front row l-r: Chris Nicholls, Graeme Taylor, Phillip Lee



Since the beginning of the year, the team has handled one Invocation, 23 hot stand-by situations and conducted 147 recovery plan tests to date, making 1998 positively quiet compared to the previous year's 6 Invocations, 73 stand-bys and 211 tests.

What this activity means, however, is that City Subscribers can be fully confident of the team in which they place their trust and, more importantly, the continuity of their businesses.

to customer requirements, ongoing research and development, and Invocation success stories typical of the Branch. They are assisted in the process by eight other men and women whose one aim is to keep Safetynet's Subscribers up and running.

The team comprises: **Graeme Taylor**, one of the team's Senior CSS and dealing recovery specialists. Following the IRA's attack on Bishopsgate, Graeme was involved in the Company's most spectacular multiple Invocation to date.

Safetynet stalwart **Marcus Misiukiewicz**, also Senior CSS, is a veteran of many an Invocation, with a wealth of AS/400, RS/6000 and communications knowledge under his belt.

**Philip Leedom** has put his PC networking expertise to good use during the development of East India Dock. His knowledge of NT, NetWare and communications assists Toby with the delivery of high-end technical solutions.

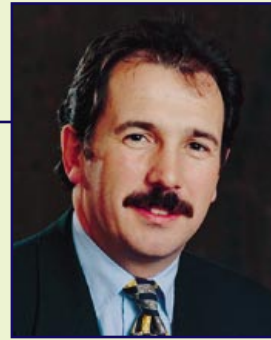
CRC's newest recruits are **Dean Thake** and **Chris Nicholls**, both of whom joined six months ago. Dean's arrival further enhances the City Branch's enviable networking skill set as he brings additional NT, network and communications experience to the team. Chris augments the team's AS/400 and mid-range communications capabilities.

In January 1998, after Safetynet acquired SHL's dealing recovery business, **Bharat Dhokia** (left), **James Wilkey** and **Sharon Gayle** joined to ensure the smooth running of the 30,000 sq.ft. New Inn Broadway location. Between them, they display an impressive range of dealing technology expertise enabling the support of Reuters, Wyatts, Etrali, Bloomberg and Knight Ridder systems to name but a few.

Like any other department, the City CSS team benefits from efficient administration and co-ordination and is ably supported in this area by **Louise Henbury**. Louise also assists with some dealing tests and is scheduled to join Safetynet's Trainee CSS programme in the near future.

# High

## Availability



Paul Morrison, (left), Head of Product Marketing, discusses

Safetynet's new range of GEMINI remote mirroring services and why they are a vital part of the business continuity landscape.

At an exhibition a few years ago, Safetynet's stand had a tightrope walker performing twelve feet above ground, with a net spread below him. This image, whilst resonant and clear, missed two specific points currently fuelling the drive for high availability (HA).

Firstly, the commercial tightrope that all Managers are walking is not level, it is on a steep incline. Criticality is increasing as the demands of globalisation, consolidation, E-commerce and 24 x 7 operations grow.

The second point is that whilst the tightrope inclines, the net has remained level. Advances in systems recovery have been outpaced by systems growth and complexity. The result? Many companies have outgrown 'normal' recovery procedures, and now require solutions that ensure maximum availability. Safetynet's new Gemini services offer such customers a solution that can be tailored to fit their requirements and deliver value for money.

HA is a strategy, not a product. A point often lost in the rush to deploy mirroring products. A sound strategy must fully understand the problems and issues that need confronting. It must also be clear why HA is needed, as the costs involved can be considerable.

Recovery options offered by Safetynet and others are designed to *minimise downtime*: the speedy recovery of systems, data and functionality to ensure the least disruption possible to your business. HA is about *maximising availability*: building infrastructures and procedures that ensure functionality is available to end-users in all circumstances. The two areas pushing businesses towards HA are:

### Commercial

- Globalisation
- Extended Business Hours
- E-commerce
- Customer Service

### Technological

- Consolidation
- Systems Growth
- Maintenance

Potential users of HA also fall into two camps, they are either commercially or technologically driven. The former are more readily convinced to invest, with those businesses demanding 24 x 7 operations justifying the spend.

However, demand is growing fastest amongst those organisations marooned by technological advance, whose systems are now so large, complex, or both, to be "un-recoverable" within an acceptable timeframe.

### "Implementation of HA requires focus and expertise"

The key issue is "How long can you operate without your systems?" 'Traditional' methods can cover a window from 12-48 hours for 'average' sized systems. But, the commercial pressures discussed earlier are pushing 'average' system sizes up.

With the complexities of re-routing networks, and potential delays in network fault detection, adding connectivity to

recovery processes is stretching the elapsed time to recovery beyond acceptable limits. HA, allied to sophisticated back up and recovery routines, is the only answer.

Some continuity providers are moving to meet demands for HA solutions, but delivery of workable and reliable services requires a shift in emphasis that most are ill-equipped to deliver. Other companies will be unable to deploy HA solutions because the organisational 'culture' resists the cost and procedural implications.

Traditional recovery solutions share services and costs between the Subscribers. HA is a proprietary service, where all the infrastructure costs are borne by the client, (hardware, mirroring software, location, communications), as well as those for expertise to implement, manage and maintain the mirror. Whilst access is guaranteed, success is not.

However, there are a number of operational benefits to be added into the equation. Well constructed solutions enable off-line backups to be taken, increasing systems availability. Planned maintenance and system upgrading can happen without business disruption. The workload can be shared by the mirrored processors, improving response times and boosting company productivity.

HA must be deployed cost-effectively. A Subscriber may choose to mirror all or part of his application set. Whichever, careful consideration is required, along with a full grasp of the business impact of the loss of specific data or functions.

### "HA is a strategy, not a product"

Implementation requires focus and expertise. For the Customer, it is unlikely that the particular skills are available internally – acquiring and maintaining that capability is expensive. Successful implementation requires support and combined understanding of business needs and software & system capabilities.

Service delivery facilities must be up to the standard required. Unless mirrored systems are physically split, the investment in HA will be wasted in the event of an environmental disaster. Hardware separation introduces communications into the equation. A suitable infrastructure and relevant technical knowledge in both LAN and WAN connectivity are required.

On all these issues, Safetynet leads the market in delivering solutions that both define business requirements, whilst delivering optimum, cost-effective, solutions.

Safetynet's Gemini service encompasses HA on a number of platforms, which include: AS/400, NT & Novell fileservers, Sun, HP and DEC.

Utilising mirroring and replication tools currently available, Safetynet will apply its expertise in the selection, deployment, implementation and management of HA and the delivery of mirrored solutions.

The Gemini service incorporates business consultancy; project implementation of the solution; facilities to house and connect both the mirrored systems and users; daily management of the mirrored system,

### "The key issue is 'How long can you operate without your systems?'"

including backups, upgrades and resource management; 24 x 7 monitoring; and – as you would expect from a leading business continuity provider – invocation management and recovery capability.

Safetynet's proven technical expertise, unequalled facilities and total commitment to business continuity make us the natural choice for HA solutions.

For details, call 0500 855311 or complete the reply card.

## And Safetynet Sails Into East India Dock a Second Time!

To ensure we continue to meet the ongoing demands of London's business community for Large Work Area and Facilities Management services amongst others, we have acquired a second facility at East India Dock. The 22,000 sq.ft. Centre located at Capstan House will support up to 350 users simultaneously.

Together with Anchorage House, the new Centre means that Safetynet has 52,000 sq.ft. of recovery space at East India Dock and over 100,000 sq.ft. across the London area, significantly enhancing service provision and resilience for City Subscribers. We will be investing nearly



Safetynet's East India Dock Recovery Centres. Left: Capstan House; right: Anchorage House

£4 million on developing the Centre, which will be fully operational in 1999.

# The Birth of a Recovery Centre

## Developing Resilience at East India Dock

When your organisation decided to improve the resilience of its business operations, investment in disaster recovery measures naturally followed. Such a decision involves having confidence in your recovery provider and in the facilities at which you will recover.

At Safetynet, we put a lot of time, thought and planning into ensuring maximum resilience at each of our recovery locations, with techniques becoming more sophisticated as technology advances. As our latest Recovery Centre – Anchorage House, East India Dock – was developed, we photographed progress to demonstrate how we build in the resilience you depend upon.

Jan 1998. 30,000 sq ft of Recovery Centre in shell and core condition prior to fit out.



Note the extensive sprinkler system pipework in the ceiling area.

Three weeks later, the office space starts to take shape. The raised floor has been laid; the slab-to-slab fire rated construction of the computer room walls is complete; and air-conditioning duct work and fixings for the chilled water pipework have been installed. These will support a secondary air-conditioning system (independent to the landlord's supply) to ensure the Recovery Centre's self-sufficiency.



By April, the ceiling space is looking very busy indeed. The air-conditioning ductwork is lagged, air and water direction noted and

ducts to serve ceiling grills are fitted. The landlord's air-conditioning is a VAV (variable air and volume) system, and the Safetynet system is fan-assisted with local cooling to enable dual sourcing and self-sufficiency. Ladder racking for power is installed.

Installation of the raised floor in one of the Recovery Centre's six computer and communications rooms.

Note: the level of the false floor is much higher here than in the general office area, enabling safe housing of the cabling required for provision of voice and data services.

View of cabling being laid in one of the communications rooms. The grey cables are UTP category 5 structured cabling to carry voice and data throughout the centre, the purple cabling carries fibre and the red cabling denotes the under floor smoke detector system which enhances fire detection and prevention capabilities.



Continuing the theme of fire prevention and suppression, on the right is one of seven cupboards housing the FM200 gas

suppression system that protects each of the Recovery Centre's critical equipment rooms.

Summer 1998 and the Recovery Centre is complete. One of the equipment rooms is shown. The power distribution units segregate and distribute power to the equipment as required and can handle mains, generator, UPS and non-essential electrical supplies.



2 UPS units are also shown with battery backup. They perform a dual role: they provide clean power in normal circumstances, and maintain power via battery systems in the event of power loss, allowing time for the generator to cut in.



The difference a few months can make. Dealing, meeting, work area, PC network and reception areas dedicated for your use in the event of disaster.



The background image shows the Dedicated Customer Reception Area

# What the Papers "Say" about

**Safetynet**

## Insurance Times

### "Business Continuity Guidelines Needed" – 13 August 1998

"Insurers and business continuity specialists are being urged to work together to develop uniform guidelines and standards to address business interruption fears. Business continuity and disaster recovery specialist, Safetynet, is calling for an immediate dialogue to develop initiatives to 'more effectively manage the risk of insuring UK businesses.' ... Safetynet has also been in discussion with the ABI, the LPC and leading insurers for well over a year."

## Network News

### "The Recovery Position" – 24 June 1998

"According to research by Safetynet, the consequences of a disaster on a business with no contingency plans can be fatal ... only eight percent survive."

## CA Magazine

### "Disaster Recovery: A wake-up call to Scotland" – June 1998

"Donald MacMillan, branch manager of the Dunfermline and Bracknell based DR supplier Safetynet observes: "It is only natural for companies to be reluctant to spend on an area with no demonstrable ROI. However, people fail to realise how many reasons can deny them access to their buildings and IT systems."

## Survive!

### "Year 2000: Cushioning the Blow" – May 1998

"Safetynet ... [was] among the first organisations to educate their own client base to the year 2000 issues."

# 100% satisfied with Safetynet

Since it was introduced in its current form in 1996, our annual Customer Satisfaction Survey has proved a highly valuable source of feedback from Subscribers. In this year's survey we were extremely pleased to find a number of areas in which your level of satisfaction with our performance has reached, or remained at, 100%.

100% of respondents are satisfied with our response to their initial enquiry. This result was first achieved in last year's survey following a number of changes made to the manner in which we respond to your enquiries.

Similarly, 100% of you are satisfied with both the initial and ongoing contact with your account manager. This result was also first achieved last year and has been maintained this year, with the number of Subscribers who are very satisfied increasing from 33% to 64%.

Our response in the event that you need to Invoke is, at the end of the day, what having your disaster recovery contract with Safetynet is all about.

Hence we were pleased to note that 100% of Subscribers who have had cause to invoke us are satisfied with every aspect of invocation questioned in this survey – the speed of response to their invocation call, the quality of support provided, the facilities offered at your designated Recovery Centre, and the speed and success of the recovery.

In areas where satisfaction is less than 100%, the comments you provide are vitally important. We are committed to acting upon them in order to improve the level of service you receive from Safetynet. Your support in completing future surveys will ensure that you gain maximum benefit as a result of this commitment.



## Safetynet makes new appointments

### Our Customer Support Specialists (CSS) are joined by:

**David McGowan** in Scotland as PC Network Specialist and **Chris Copage**, who joins our Southern Branch as Trainee CSS. In the City, **Dean Thake** joins as PC Specialist whilst **Sally Hilton** becomes Customer Support Manager for the Northern Branch following five years in technical support and consultancy roles at Safetynet and **Simon Atkinson** becomes Product Manager for UNIX services.

### On the Sales front:

**Alan Rickett** has been promoted to General Manager City and the Northern Branch has recruited **Greg Pattison** and **James Davies**.

### There has been a lot of movement in our Consulting Division:

**Rod Ratsma** is promoted to Principal Consultant and **Philip Alcock**, **John Matthews**, **Dave Spencer** and **Neil Fillingham** are also promoted following recent project successes. In addition, we are joined by **Simon Franklin**, who has industry-wide risk management experience; IT and project management specialist, **Robin Gaddum**; **George Hall** who has 18 years of international and insurance industry experience; and **Gary Clarke** whose skills include business continuity planning, testing and auditing.

### And on the International front:

**Rosalie James** moves from the City to become Director of International Sales & Marketing, **Peter Sierwald** assumes the role of General Manager for Safetynet GmbH, Germany and is assisted by associate consultant **Joe Anderson**. Whilst in France, **Sophie Kadji-Pola** and **Benjamin Cohen** join as business continuity consultants.

### To keep things running smoothly:

**Marie Edmeades** has been promoted to Consulting Administration Manager, **Christina Collins** arrives as Southern Branch Sales Administrator, our Finance Department welcomes **Chantel Day** and **Mandy Holmes** and the City Sales and CSS teams will be assisted by **Donna Rutherford** and **Leander Boyce**.

# Marketing matters

The theme throughout this newsletter is one of expansion and investment and, not surprisingly, this factor flowed through all of Safetynet's marketing activities over the past few months too.

Our website has received much praise and comment from customers and non customers alike.



VIGIL Plus Subscribers are now in a position where they can download upgrades and patches to their systems from a password protected area of the website. We are developing this password capability to include updates to Guides to Restore and pre and post test reports.

We want to make your dealings with Safetynet as easy as possible. If you have any comments on our website, there is now a feedback form accessible from the site. Other new areas include site maps for all Safetynet Recovery Centres and details of all the courses available through Safetynet Training. All dates, venues, overviews and prices are given on the website.



Safetynet is hosting a *Survive!* Working Meeting at Anchorage House, East India Dock on 25 November. This meeting is open to all members of *Survive!* and will be publicised over the next few weeks.

You will notice if you are planning to attend the *Survive!* Annual Conference and Exhibition on November 17 and 18 that Safetynet will not be exhibiting. Other commitments have meant that we are unable to attend this year; however, various personnel from Safetynet will attend the event – so we hope to see you there.

November is a busy month for events scheduled at the new Anchorage House site. On November 10 we are holding the Continuity Congress and officially opening the centre with guest speaker Ken Livingstone MP. We hope to see many of you there. New service announcements include Sun Disaster Recovery Facilities Management, the range of Gemini High Availability services and Safetynet Training. A pack of information will be sent to those who are not able to make the event. This event will be repeated throughout the country over the next few months.

On a lighter note, Safetynet and their Subscribers have also had fun over the past few months. We recently attended the Computing Awards for Excellence held at the Grosvenor House hotel.

Some brave Safetynet staff took part in a local Fun Run back in June. This was in aid of The Wooden Spoon Society fund raising event for their family cancer care and haematology unit at Stoke Mandeville. It's A Knockout was also revived as part of the Wokingham Round Table Charity event in July. In addition, Schools local to Safetynet Recovery Centres have benefited from our PC technology upgrades, with a number of machines being given a second lease of life in the classroom.

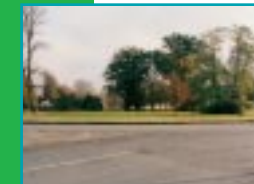


Finally, the Safetynet Golf Days have always proved popular over the past few years. We're pleased to announce the qualification of last year's Home Counties team into the regional finals of the Times MeesPierson competition.

For the latest information from Safetynet visit our website at [www.safetynet.co.uk](http://www.safetynet.co.uk)

## Safetynet sponsors roundabout

Over the past few months, Safetynet entered the domain of Alan Titchmarsh et al when we decided to sponsor the roundabout by our Bracknell head office. Sponsorship of the newly christened Safetynet Roundabout meant more to us than raising corporate visibility, it was also about contributing to the environment as the pictures below demonstrate.



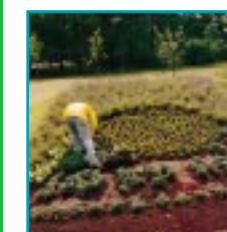
The roundabout before it received the Safetynet treatment.

Bracknell Forest Borough Council's Environmental Services team start

transforming the Safetynet logo into a living landscape:

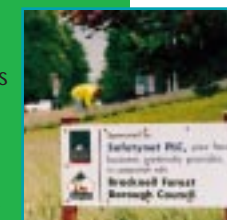
First a short back and sides as a slope to plant upon is created

How many men does it take to plant a logo? – Two apparently, as the sides are planted.



Next, the familiar blue ball and net take shape – re-created as faithfully as nature will allow using red, white and blue pansies, juniper and lavender.

As the final plants go in the ground, another structure also appears – one of four boards denoting the roundabout's new sponsors.



The finished article! Behind the logo are some of the eleven additional trees planted as part of the sponsorship agreement. Shrubs such as dogwood and

many spring bulbs were also planted to enhance the roundabout's year-round appeal.

Bracken & Bramble supervised the watering process during many trips to ensure that the roundabout looked good all summer long.



All's well that ends well, and Bracken & Bramble seem to agree!



# Subscriber's Scene

*Nalco Europe's Rachel Grundy Explains Why Disaster Recovery Is An Essential Part Of Their Centralised Operations.*



US company Nalco is one of the world's leading water treatment chemical manufacturers, with operations across the

US, Latin America, Europe and Asia-Pacific. The company deploys leading edge technology across its locations and is proud of its number one position in the speciality chemicals industry as a technological leader. The European Division is one of Nalco Chemical Company's technology success stories, but this was not without a lot of hard work and investment, which included implementing disaster recovery measures, as Rachel Grundy, Nalco's European Data Centre Manager, explains.

"Nalco US bought out ICI's shares in the jointly owned Nalfloc in 1991. As Nalfloc, they originally invested in disaster recovery back in 1989, becoming a Safetynet Subscriber for fixed-site AS/400 recovery two years later. By 1996, to better service their customers, Nalco restructured its European operations to be pan-European. At the time, Nalco Europe had seven separate computer systems and databases, making it hard to achieve the pan-European approach required by the business. The solution was to restructure our technology so that all European sites were serviced by one central data-centre. The result was the Business Planning Control System (BPCS) residing on one highly critical AS/400 processor based in Nalco's Northwich location in Britain.

Before the project got underway, we all operated on diverse AS/400s with dumb terminals. Now we had to become networked, streamlined and standardised, with one location responsible for 1200 users based in sixteen sites across Europe. After much internal analysis, it was decided that the European data-centre should be based in England. The scale of the project was huge, as BPCS was being installed so that sales, marketing, research, manufacturing, inventory, transportation and purchasing personnel could extract information on an as-needed basis. More importantly, BPCS

would also allow management to make better business decisions on how best to allocate resources and manage operations for the benefit of our customers.

Implementing a central system meant redefining terminologies, codes, pricing structures, measures and other factors, as each country had its own description for most things which worked on an individual, but not pan-European, basis. In addition to consolidating existing operations and procedures, we had to implement WAN links between countries and adopt IP addressing. The project took two years to accomplish and represented a steep learning curve, but also a great achievement, for everyone involved.

All the time we were implementing BPCS, we were mindful that our disaster recovery provisions also had to reflect the changing nature of our technology infrastructure. Before the European BPCS project the UK AS/400 handled UK operations only, but with centralisation it is now responsible for 10 countries. What was critical before is ultra-critical now.

*"Disaster recovery is about having the confidence in your provider to the extent that you will place your business in their hands"*

For example, the chemicals we produce are vital for a wide range of industries and many are tailored for specific uses. They include sewage treatments, flocculants, de-ionising agents and anti-clogging agents for boilers, cooling systems, printing works and others. Nalco even supplied the chemicals for the Channel Tunnel's cooling and fire-fighting systems. Due to the nature of our products, we cannot legally dispatch any order without producing a range of documents designed to register the transit of dangerous chemicals within and across countries. Every order leaves our premises with full details about its chemical content and how to respond in the event of any incident. The AS/400 tells us which of these documents to print, in addition to co-ordinating and controlling all processes to the point of dispatch. We have used technology to streamline Nalco Europe operations and without our AS/400 we are effectively handicapped.

Fortunately, the recovery contract we have with Safetynet enables us to be confident about our ability to manage and overcome any disaster. Disaster recovery is more than just hiring a spare box and a manual, it is about having the confidence in your provider to the extent that you will place your business in their hands. Since 1991, Safetynet

has worked in partnership with Nalco at every step of the way getting to know and understand our business and delivering recovery solutions we trust and are comfortable with. As our business has evolved to become the wide-area networked Global operation we now are, Safetynet has always been in a position to meet our recovery needs.

*"The company deploys leading edge technology across its locations"*

A big part of recovery planning is regular testing of your recovery solution. Down the years we have obtained experience, competence and confidence in systems recovery we would otherwise not have had. We know how to improve daily operations, making our systems more resilient in the process; we know how long we can survive without them; we can tell senior management how long recovery will take; and we know that Safetynet is only a phone call away when we need them – whatever the situation. Disaster recovery is about achieving peace of mind and that's what Safetynet delivers."



## VIGIL Plus NT Monitoring Now Available

The Product Services department is pleased to announce the arrival of Windows NT Monitoring for servers and workstations, an extension to the VIGIL Plus portfolio. As with Systems Monitoring for AS/400 and Novell systems, software on a dedicated PC monitors for hardware and software errors on selected Windows NT systems.

The module will monitor the Application, Security and System logs for Audit Trail, Error, Warning and Information messages. As with all other VIGIL Plus modules, should any message be recognised as a problem, it will be escalated to an alarm condition, which will be sent to the 24 hour Central Monitoring Station. Within minutes of the original alarm trigger, you will be notified of the precise problem on your Windows NT system, giving you the ability to make whatever decisions are necessary to avert or contain a crisis.

**Complete the reply card or call 0500 855311 for details.**