



DSO Replication and Failover FAQ's

What is DSO's replication and failover service?

1. DSO's replication and failover service is a turn-key business continuity and disaster recovery service offering which combines real-time replication and automatic failover to hosted replica servers in the event of a system outage.

2. What does the service include?

The service is a turn-key service which includes replication/high availability software installed on each server to be replicated, top-tier ISO 27001 complaint data centres, facilities, staff, web-based provisioning, management and reporting. Included as standard in the price is up to 5 days of live running from the replica servers per month.

3. How long does it take for failover in the event of a system outage?

The service can be configured for automatic failover where the system itself redirects all of your users to the replica servers. Alternatively, the service can be configured to alert your IT staff that the failure has occurred and they can manually manage the redirection process.

4. How are users affected after a system outage?

Typically, the users need only restart the application that they were using at the time of outage. The system can broadcast a message to your users requesting them to restart the application when an outage occurs.

5. Can the service be used on virtual hosts as well as physical hosts?

Yes.

6. How do I ensure that the service is working at all times?

The service includes full, automated recovery testing which tests that the service is running and capable of performing a failover without impacting on your production environment.

7. What happens when the local service is brought back online after an outage?

The service includes a "rewind" facility whereby users continue to work on the replica server while the replica server brings the primary server up to date. Once the two servers are re-synched, users can be transferred back to the primary server.

8. What happens if the data centre suffers an outage?

We back up all client data on the replica servers daily and retain the data for 10 days. In this way we eliminate the possibility of data loss.