Business Continuity and Disaster Recovery— The Analysis of Risk

by Rob Gentry

Once again Mother Nature has touched our society and our economy with what we refer to as "challenging opportunities." The recent bevy of severe weather that has struck our Gulf Coast has spotlighted some major deficiencies in the disaster recovery and business continuity programs of companies in the stricken areas. Could your company have survived a Category 3 hurricane like Katrina? How about an air conditioning failure in your computer room? Even weeks after the "minor" event of hurricane Rita, businesses are feeling the impact of delays caused by events beyond their control.

In a prior article I noted the difference between Business Continuity (BC) and Disaster Recovery (DR). The first takes more investment in time, money, and effort before an event, but pays for itself when an event occurs by making the recovery less costly, faster, and more efficient. Companies that have a BC plan in place usually survive. The DR plan incurs less investment up front but usually takes more time and more expense to recover after the event. Keep this in the back of your mind as you see what could happen when the decision to create a total plan is postponed, strung out, only done in parts, or just ignored. Companies with DR Plans at least have a chance to survive.

From an IT Department perspective, what can be done to plan for a hurricane? We've had to think about it ourselves lately. We know of a company that is a division of a larger enterprise and is comprised of two manufacturing facilities operating on one computer. The primary facility maintains and operates the computer and is located on the Gulf Coast. The second facility is located somewhere else. Another division also exists that is running a separate copy of the same software on their own computer. The entire enter-

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After the recent CAMUS Conference in Chicago (the week of the World Series games between the White Sox and Astros), I'm confident that our little users group will be around for a few more years. Being the first Associate (vendor) member of the Board of Directors of CAMUS, I thought perhaps the volunteers who had run this group for years and years had not taken a "business" approach toward managing our association. I was mistaken.

Although I think I bring more of a marketing approach than other Directors, I am glad to find that the conservative financial plans and expense controls have, for at least the last 10 years since ASK Computer Systems sold out to Computer Associates, always taken into consideration the fact that the membership will dwindle over time. As a result, savings from the "fat years" are still available to safely see us through to our retirement in 3 to 5 more years.

The Gambler

by Bill Langenbahn, Account Manager

A cold and windy couple of Chicago days greeted the attendees of this year's CAMUS conference the week of October 23, 2005. Everyone in our company knows to be at work on the day Terry and the team return from the annual CAMUS Conference because we expect to discuss the conference together in considerable detail. This year, like everyone else, we scaled back and only sent two people: Terry Floyd and Chuck Combs.

Everyone here tells me that there has always been a company-wide meeting which Terry insists must be done before he "calms down." He even admits he gave Shaggy a hard time about how important it is to be in the office for this event where he tries to bring the flavor of the conference (the real world) back to us who could not attend. I can't help it; this year Terry's renditions of the CAMUS conference put me in mind of the opening line of Kenny Rogers' musical muse.

> "On a cold autumn weekend on a train bound for nowhere
> I met up with the gambler; we were both too tired to sleep
> So we took turns a starin', out the window at the darkness
> 'til boredom overtook us and we began to speak"

OK, I took a few liberties with the words, but based on attendance figures it may have seemed to many that the CAMUS conference was really "a train bound for nowhere." Read on to hear what the Gambler said.

> "He said, Son, I've made a life out of readin' people's faces,
> And knowing what their cards were by the way they held their eyes;
> So if you don't mind my sayin', I can see you're out of aces.
> For a taste of your whiskey I'll give you some advice.

And that's where our answers are: in the eyes, and attitudes, of our customers. He was right about that part. So, there the conference attendees sat in cold Chicago, brought together for some advice from fellow gamblers. It may have come from a couple of "aces" from the MANMAN community.

Birket Foster presented a paper titled, "Mitigating the Risk of a MANMAN Migration," and Terry Floyd followed up with a paper titled, "Mitigating the Risk of Homesteading on MPE." When they began to speak, it seemed as if they were giving two diametrically opposing opinions on the same topic. It may seem that MANMAN users are "out of aces" but they aren't really. I will leave you to read their papers at camus.org and to see for yourself why I say, "Not really." So do we stay or do we go; do we migrate or do we homestead?

> "You need to know when to hold 'em, know when to fold 'em;
> Know when to walk away and know when to run.
> You never count your money when you're sittin' at the table;
> There'll be time enough for countin' when the dealin's done."

In summary, my take on this song and on the CAMUS Conference as reported by Chuck and Terry is that whether you elect to migrate or to homestead you had better have a strategy and be committed to it. If you decide to hold 'em, you should be willing to continue to invest and enhance your legacy MANMAN system. If you decide to fold 'em, you need to summon all of your intellectual energy to be sure that you select a proper replacement system or, either way, "the best you can hope for is to die in your sleep."

The take-away message is that "ev'ry hand's a winner and ev'ry hand's a loser," you "gotta learn to play it right." Terry said it was funny that after Birket's speech on migration, one MANMAN user came up to him and said, "I'm going to use that presentation to show my management why we are going to stay on MANMAN for ☞

at least five more years." Terry's reply was that he thought that his own presentation on the fears of Homesteading would be a very convincing argument for undertaking a major migration project. Funny how things turn out, isn't it?

The Support Group is here to help you "play it right." We want to be "the ace that you can keep." But only you can play your hand. Although you can't play it by yourself, poker is not a team sport. Only you, and you alone, can see your own hand.❖

Risk
(Continued from page1)

prise is connected on a corporate network. With the computer near the Gulf Coast, there is a definite vulnerability to hurricanes. Without a plan, survival will depend on quick responses, good people making good decisions, and luck.

In this company, a plan has been discussed but never promoted. Management has not bought into the need or justification for a plan. Numerous ideas and alternatives have been proposed, some facets of which have been started, but none tested. Now the event occurs: a hurricane of disastrous proportions is forecast to hit the area of the primary facility.

Management meets and does a risk analysis, but it is brief and only covers the major issues. Is the facility strong enough to survive the storm? Will floodwaters reach the facility and if so how damaging will they be? What is the community power company capable of sustaining in the form of power? Will communications be available? And will the other facilities be able to function?

The decision is made to shut down the computer during the time the storm is expected to be in the immediate area. Fortunately, luck is playing into the picture, as this is happening over the weekend. In order to insure that the data, a valued asset of the company, is fully protected, two complete sets of backups are to be taken. One set must be transferred out of the area for safekeeping. Good plan so far, right? Now the domino effect comes into play: when will the last truck be able to pick up and transport the tapes to the other facility? They realized that the earlier the system was shut down, the longer the remote facility would have to run without their ERP system. The other site has nothing interfering with their ability to make product except that the system will be inaccessible. Can they do that? It will have to

be done for a short period of time, so the only real question is, "At what cost?"

As you can see, events can explode in leaps and bounds. Decisions can be made in a disaster mode that should have been made and documented in advance in a written plan. Don't forget that I am only covering a few of the issues that would be faced in this situation and that there were only a few days to prepare. Did they know what to do first? How did they know what to do next?

An early step in the planning cycle for Business Continuity or Disaster Recovery is risk assessment. Risk assessment is the process of identifying any disruptive event that can interrupt the normal flow of business, and assigning a measurement value to that event so that ratings and comparisons can be done. This interruption could be to the physical facilities, to personnel, to the supply and demand functions of the business, and/or to the reputation of the organization. Have you started a plan and done a risk analysis of your business? When done, it should allow you to see what you are facing in the event of any number of different types of disasters, as big as a hurricane or as small as the failure of the air conditioner for the computer room. Risk analysis should be done department-by-department for the entire organization to identify as many real issues as can be noted. The higher the risk assigned to the event the more important it is to get the company back on track and operational after it occurs.

As for our example, this event actually occurred and I wrote about it to make a point about the complexity of planning for a disaster. The storm veered away from the immediate area so the company did not take a direct hit. Their system was backed up and the data was transferred to the sister company over the Internet. This transfer process was designed, written, and executed with very little testing and took longer than expected, but the remote plant lost only one and a half days of processing, thanks in part to the storm striking over the weekend. The restart occurred with no problem. In the week that followed, the local power company incorporated a rolling-brown-out policy by shutting down the power to different areas of the community for an hour at a time to reduce the draw on the power generator that did take a hit. To say that operations were adversely impacted by this storm would be an understatement, but it could have been worse.

2005 CAMUS Conference

by Chuck Combs

Just got back from the CAMUS conference in Chicago, one of the best conferences that I've attended in several years. Even though it was much smaller than the ones we've attended in the past, the information presented at this year's conference was right on target for those who are intending to homestead and for those who plan to migrate in the near future.

Many of the presentations are on the CAMUS web site (www.camus.org). The conference lasted one and a half days and had 16 sessions. One of the sessions was a MANMAN Roundtable that lasted about an hour and was attended by about 20 people. Of the others, there were three presentations that stood out in my opinion; they hit the nail on the head.

The first was the presentation by Mike Hornsby of Beechglen Development, Inc. entitled "HP3000 Homesteading Trips and Traps." This presentation focused on hardware and software problems that HP3000 and HP9000 systems may experience and some strategies to avoid them such as:

—Events that can cause and extend down time "even if you aren't changing anything."
—Events that cause loss of data, and extend reload times "even if the backup completed successfully."
—Human factors that lead to downtime and data loss.

Michael also discussed system upgrades in the post-HP life of the 3000. His presentation is definitely worth a look if you intend to stay on MANMAN.

Another presentation was from Alice West of Aware Consulting: "The 13 Steps in Selecting a New ERP System." Alice presented the steps that need to be taken and common mistakes made when going through the process of selecting a new application. Below are the 13 steps recommended by Alice:

—Project Overview
—Assess User Requirements
—Research Product
—Write and Submit Request for Proposal
—Act as Vendor Liaison
—Product Comparison
—Write Demo Script
—Coordinate and Attend Vendor Demo
—Select Top Vendors
—Conference Room Pilot
—Make Recommendations to Management
—Contract Negotiation
—Coordinate Management Package

If you are considering moving from MANMAN to a new ERP application, this presentation is an easy-to-use guide.

The presentation by Birket Forster of MB Foster Associates was called "Mitigating the Risk of a MANMAN Migration." He and Terry swore that they did not discuss the titles of their speeches in advance (although Terry's "Mitigating the Risks of Staying on MPE" is just so near to being from the same concept, that I can't help but notice that they both play on people's fears—which is really the heart of risk assessment if you think about it). As I am writing this article, Birket's presentation is not on the CAMUS

Trusted Advisor

I noted to the CAMUS Board that I know I walk a fine line in my roles of promoting CAMUS and at the same time promoting the Support Group. This article is a case in point. I do not speak for CAMUS; no one Board member (except perhaps the Chairman) can speak for all of the diversity in our group. I always write my own opinions here in this newsletter, but my ideas about CAMUS seemed to resonate with the other Board members during our first face-to-face meetings on Tuesday afternoon and Wednesday morning after the Conference. The official CAMUS Board of Directors Meeting occurred after the conference so that we would have more feedback when planning our goals for the next year.

As you can read about in other articles in this issue and in CAMUS publications, the 2005 CAMUS Conference was intimate (about 45 people total) and therefore everyone got involved. In the past couple of years, 10 or 20 new people came to the conference, but they probably felt lost in the crowd. This year, most of us knew each other and if we didn't, we took the time to stop and talk to everybody we did not already know. I'm very sure that the half dozen or so "new people" who came to this conference got to know everyone else and felt welcomed into the group. I've never been this comfortable and relaxed in a group who just cut directly to the answers when anyone didn't "get it." And we were not shy about asking for more depth; all sessions were more interactive than before because we all felt we really had a lot in common and the time for pussyfooting is past.

I think two simultaneous session tracks is about the right number, and after this conference I think that three is all I'd want to see at most of the conferences I attend. Trying to decide between six or more session tracks is impossible, which is why we often send three or four people to an important conference. With booth duty and all there is to see, we have sent as many as ten people to one CAMUS Conference only a few years ago. This year, with two tracks, Chuck and I definitely had it covered. An added benefit was that there were no long walks across huge convention centers to find a session; both session rooms were across the corridor from the double room where we ate lunch and set up the four vendor tables. How convenient.

HP3000/MPE Homesteading Issues

Like Chuck, in his article in this issue, I'm going to recap some of the presentations I saw. We were both in the first MPE session: Michael Hornsby's speech about the pitfalls of staying on MPE called "HP3000 Homesteading: Trips and Traps." Notice it does not say "Tips", but "Trips," and Michael knows most of the places others have stumbled. He left Hewlett Packard in 1988 so that he could deliver "a higher level of service;" talk about goals and expectations.

Addressing his main issues, Mike said that "we aren't changing anything" and "our system is old and very stable" are The Big Lie. While some things may be stable and unchanging, many things are changing in everybody's system; keep an especially close eye on the network changes. Error checking/retries, especially in the networking area, can cause huge performance problems (usually what the end users perceive as "that slow old computer running MANMAN"). He noted that many systems are set up with networking parameter defaults that were defined 10 or 15 years ago (ancient times) when he pointed out that INETD was actually imported to MPE from HPUX years ago and original defaults were way off base for the MPE environment. During this session, we discovered that Michael's also an expert on HP9000's and HPUX. It's easy to check your networking parameter settings: there is usually room for improvement in configuration parameters in NMMGR and elsewhere in your MPE system and network.

Michael's most important idea to me: Homesteading is a different mindset. Be more careful. Implement only one new thing (or try only one new method) at a time.

A smattering of his ideas: use FSCHECK on all files before every backup on MPE; put a date sticker on all UPS units indicating the date the batteries were installed and change them out every 5 years; write down the MAC addresses for every PC and device on your network; the main cause of disc failure is air flow: vacuum the dust off every now and then; use the "remote console" on a PC (forget about the console terminal, just let it sit there); do SLT's on DDS-3 (90 meter) because in the future you never know what box you'll be recovering onto and you need flexibility (DDS-4 will not work in a DDS-3 drive); ☞

he's not a fan of Software Compression on backups and says "ONLINE=END" means "end of career"; HP will FedEx you a free CD containing ODE and other offline diagnostic utilities; if you buy a used HP3000 from a broker, make sure you know what the HPSUSAN, HPCPUNAME, and HPUSERLIMIT variables will be before they ship it to you; always have 2 DDS Tape Drives on each production HP3000 system; old SCSI terminators have degrading resistors and are difficult to diagnose yet really inexpensive to replace (buy the new "active" ones with the blinky lights); he thinks MPE 5.5 is the most prevalent in the installed base because it was the first that was Y2K compliant; MPE 6.0 is better than 6.5 for older machines (Michael will not recommend a "best" release of MPE—every case is different); after a mass delete, always REPACK the target datasets. Check out his Web site and look for his PRESHUT script that saves BOOTUP.SYS and CONFIG.SYS and does other cool stuff.

As for parts availability for older HP3000 computers? Michael essentially said that just because Ford no longer manufacturers a 1998 Thunderbird doesn't mean NAPA will not be selling parts for them for many years to come. And after NAPA stops, JC Whitney and then custom suppliers, and then mechanics who make their own parts will keep 1998 Thunderbirds running for the next hundred years. He knows a lot about hardware for a software guy, because they are tightly bound to each other. Michael's company, Beechglen, sells independent support for MPE as an alternative to HP and he expects to be doing so for many years to come. We at the Support Group use Michael's support rather than HP's on some of our own in-house systems. We recommend his services and his company and I thank him for coming to talk to the roomful of users and IT people in the first session slot at this year's CAMUS conference.

How to Prepare and Justify a Disaster Recovery/Business Continuation Plan

Chuck Comb's speech was well received because it was so informative and wasn't a sales pitch; it was really useful to the smaller companies. I liked the personal stories from the real world from some of the people in the room: Malcolm's story about the road near the river that was rebuilt, later causing a

flood at his plant; John Lazdins' story about tapes that could not be used for recovery because of the anthrax scare (SunGuard refused to receive them at their recovery center); Birket's mention of the 3-week power outage at his office because of a massive snow storm; a story of 140 degree temperature in a computer room because the air conditioner failed Saturday morning and nobody came in until Monday (everything was fried); and a massive power surge that took out every PC and server in the company. It's not just about hurricanes and earthquakes, you guys!

HP Supporting MPE until the End of 2006. And Supporting MANMAN users beyond that time…

Alvina Nishimoto has been representing Hewlett Packard at MANMAN events for over 12 years. She admitted that it was becoming more difficult to attend our events because of her new role in the IBM Competitive Team, but she came all the way from Cupertino, CA because she thought it was important to let our users know that HP is still interested in their success, especially the former MPE team members who are being dispersed all over the company. Many HP employees remember when MANMAN was the most popular software package of any kind on MPE and that it was the driver for the sale of many an HP3000 computer system. I think there will always be people at HP who remember that we are out here homesteading and who still care about our future. They know we are going to be buying another system in 2010. Alvina's attention to this little conference tells me they will not forget about us. HP will be around to talk to us about MPE in 2007 and 2008 and beyond.

There are many HP programs available for those who are leaving MANMAN on MPE for some new replacement ERP system, but they must be executed by 12/31/06, so these great incentives will not be a factor for true homesteaders who plan to stay far beyond that date. If you're going to migrate, remember to start with the credits and options from HP. And give us a call too; Chuck has some interesting ideas about your hardware, OS upgrade, and trade-up alternatives.

Alvina reviewed: 3000 to 9000 conversion kits, the HP9000 six-month free Loaner Program (it ☞

now includes 64-bit Itanium Integrity boxes, which we recommend as the best platform for any modern ERP system), the "Cross-Platform" Trade-in which gets you a free copy of HPUX O.E. (Operating Environment), and finally, free software like Eloquence, UDA Central, JDBC with every Integrity purchase (some strings attached). Of course there's lots of free training at e3000.training@hp.com plus white papers and free transition tools. Don't forget to check out jazz.external.hp.com for lots of free stuff and new papers by Jeff Vance, Jim and Walt, and Kevin Cooper. There's a free HPUX box out there on the Internet somewhere called INVENT9K and you can play with it as long as you wish. Have you used the resources HP is giving away for absolutely no charge? People like Alvina Nishimoto made them possible.

MANMAN Roundtable

For the MANMAN roundtable session, we moved about 20 chairs into a circle and stared at the floor for a while until Chris Jones cracked everybody up, as usual. There was a lot of joking and laughing during this 45 minute discussion which started with an HP MPE Software License upgrade question. Fortunately Alvina stayed and participated and told us that if you only need a few seats instead of the standard license increments, it was probably nego-tiable if it's really important to you.

Mike Anderson offered everyone his VeSoft MPEX/Logoff scripts which produce "cascading auto-logoff" based on how many free seats are available (i.e. if lots of seats are available it's slower to kick you off). Speaking of licenses, one anonymous user mentioned being "held hostage" but that topic was not resolved.

Someone mentioned Robert Bruce and we pointed out that he's still doing MANMAN support (both MPE and VMS) for tSGi from his deli behind Moscone Center in downtown San Francisco. Birket pointed out that during migration from MANMAN you'll need three times as much disc space as you use now. There was a discussion of Orbit and ROC backup tapes. There was a discussion of some SOX compliance issues.

Mentioned Software Source repositories and tools: CVS, RCS, Clear Case (complex), Librarian and ALDON's SCOMPARE and Harmonizer. Someone

commented about being so old they remember when 0's were free but 1's cost extra.

MITIGATING MIGRATING

I'll close with some points about Birket Foster's speech called "Mitigating the Risk of a MANMAN Migration." First of all, I don't think anyone should ever use the words mitigating and migrating in the same sentence; it's just too confusing and it hurts my tired eyes. I always like Birket's TLA's (three-let-ter acronyms) but he sometimes does FLA's like MCSE: "Must Call Someone Experienced." An inter-esting word he used this time was "handraulically" meaning manually.

I've seen Birket speak dozens of times and he usual-ly dispenses lots of contact info like: www.pmi.org for the Project Management Institute, which offers a complete self-paced course over the Web for $850. For the hundredth time, he told a crowd to read Martin Gruber's SQL Pocket Reference Guide (which he says will no longer fit in a pocket). I hate it when he's right for recommending IBM: better look at Eclipse, it's probably going to be the IDE of Open Source.

Birket gave an actual quick sales pitch for his com-pany with his last four slides, something that is usu-ally frowned on at independent users groups. He even squeezed in the range of his pricing for his migration project services: $25,000-$100,000. I com-mented about the sales pitch to the room full of lis-teners while it was happening and guess what? We've evolved again: nobody cares. If it's an inform-ative speech like this one, why not let the speaker say something about the commercial side of his life that made it possible for him to talk about the sub-ject with such depth?

See you next year at CAMUS

At the end of the conference we got together for a 20 minute wrap-up session. It was great to see such a big turnout of people who had stuck around. Usually, the conference ends at 3 or 4 PM and peo-ple bail out all day long. This time, with the confer-ence ending at 11:45 AM (and not even including a closing lunch, to conserve on costs), everyone stayed for the second day and most attended the wrap-up. I stood up and thanked everyone on behalf of the

CAMUS Conference
Web site, but I assume it will be there by the time this newsletter is published. Birket's article will give you a good perspective if you are planning to migrate from MANMAN, and also a lot of good information if you plan to stay on MANMAN. It's actually a very honest look at the perils of migration. Maybe you'll decide to stay on MANMAN longer after reading it.

This conference's presentations were more focused than in the past. All of the presentations I attended were far above average and right on topic for MAN-MAN and MK users. The presentations I mentioned above will give you some really good information whether you are going to homestead for 3-5 years or migrate next year.

I might as well plug my own presentation while I'm at it. I was told that I had very good responses (on the CAMUS Session Evaluation sheets) to my speech, "How to Prepare and Justify a Disaster Recovery/Business Continuation Plan." My speech will be on the CAMUS Web site, so I hope you will use it to talk to your company about how we can help you prepare for your own future.

Please make room in your budget to send a couple of people to CAMUS in the second half of next year. Two people's expense might be $2000 and a couple of days away from the office, but one person from IT and one from among the users or managers will have a great payback in the next few years when hundreds of thousands of dollars will be at stake. See you at next year's CAMUS Conference.❖

Linux or Windows? Why not both? Hewlett Packard is the only company equally dedicated to an industry standard hardware platform that supports Unix, Linux, and Windows. As for databases, Eloquence and Oracle can co-exist on any of these operating systems. When preparing to migrate, don't put all your eggs in one basket.

It's never too soon to start learning about the systems that will support the software you'll be using after MANMAN. Start small, but do get your feet wet. Sooner than you think you'll be talking about running dual-core Itanium CPU's and doing kernel performance monitoring and relational database tuning to bring lots of raw compute-power to your ERP applications.

Trusted Advisor
CAMUS Board of Directors for attending and for supporting an independent users group. We had some feedback asking for specific topics next time but agreed that we all learned some things that would be useful in our jobs and that the people we met would be helpful contacts in the future. It'll definitely happen again next year.

> — Terry H. Floyd, Chairman and President, Blanket Enterprises

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**tSGi will be hosting
the CAMUS South Central
Regional Users Group Meeting
in Austin
in March 2006.
Plan now to attend!**

Risk
The fact is that sometimes you can react quickly. It's surprising how resourceful and resilient we can be and how many talents we'll need in a disaster that are right there in our own companies. Some people rise to the crisis in an emergency, but as some members of the New Orleans police department showed, some people will abandon their posts. You can dodge a bullet through luck sometimes. Such gambling is fine for risk takers, but flying blind without insurance is not a good idea for a major business.

This article began by asking if your company could have survived Katrina or Rita. Do you have a plan in place to reduce the effect of a disaster? Have you thought of what could really happen to your company? Still think you can survive without a plan?

The key is to have a fully documented and tested BC/DR plan already in place before disaster strikes. Do you have one? Has it been really tested? If you have a plan, you have begun the process to protect your company from a disaster. If you have gone as far as to test it, you are a minority among your peers. If you would like to discuss these issues, or use tSGi to assist in creating a Disaster Recovery plan, contact me at 800-798-9862.❖

Special Pricing for a Limited Time

Disaster Recovery Services

for MANMAN/HP 3000

Are you protected against the unpredictable? What is your risk acceptance and tolerance level for downtime and data loss? Have you conducted a business impact analysis and put a plan in place to ensure speedy and effective disaster recovery for sustained business continuity?

People don't plan to fail, they fail to plan

Today businesses get world-wide exposure, 24 hours a day seven days a week—that's the good news and the bad news. Lose business continuity and you lose revenue and market share.

A backup plan is not a Disaster Recovery plan

Backup is an everyday activity. When you lose a block of data, you restore from backup media. But what if you lose it all—data, applications, hard drives, and communication connections?

the Support Group, inc (tSGi): onsite, offsite, warm site

We understand business impact analysis, business continuity and disaster recovery. With comprehensive Disaster Recovery services, the Support Group works with you to determine your IT risks, identify critical and non-critical processes, develop a plan for cost-effective controls, then test and implement the plan. Our consultants have many years of experience in the MANMAN/HP3000 community, and the real-world expertise required to define, develop and test a business continuity strategy for your business.

Disaster recovery services that work for you

Maintaining redundant and off-site systems is costly. tSGI offers a cost effective warm site for MANMAN/HP3000 users. tSGi Disaster Recovery services assure that your business-critical information will be available and accessible at our facilities until normal operations are restored.

Tell us how you want it

tSGi Disaster Recovery Services range from a boiler-plate planning process to onsite consulting services to warm site capabilities. We work with you to develop an IT Disaster Recovery Plan to get you running again as quickly as possible. Call today and take advantage of the Support Group, inc's limited special pricing offer on services to protect your business from events that can impact your data and mission-critical operations.

For more information on our Disaster Recovery Services,

call 800-798-9862

www.supgrp.com

the Support Group inc.—Description of Support Services

LEVEL I (Basic phone-in Support)

This value-priced service is meant for those companies with a good working knowledge of MANMAN who require minimal support. Our goal is to work with the original documented MANMAN reference and training manuals.

Level I includes: Standard phone-in hours—Monday through Friday 7:00 a.m. to 7:00 p.m. (CST); Skilled technical support representatives personally handling each call; Support for The Core 4 modules: AP, GL, OMAR, MFG (additional modules may be added); Special Pricing for Training, Modifications and Consulting; MANMAN support for the FORTRAN coded system, including basic MPE/iX support directly relevant to the execution of MANMAN (Image and Query are considered part of this process); Hardware and Systems Recommendations; Support for modified software, provided FORTRAN source code and full documentation are available.

Prerequisites for this service: HP Support or equivalent for hardware; HP Support or equivalent for MPE/iX and FOS Subsystems; FORTRAN Compiler and efficient modem access to the HP3000; On-site HP System Manager and System Operator proficient in the use and application of MPE/iX; Users adequately trained and proficient in the use of the MANMAN Applications to perform their functions and discuss their problems.

LEVEL II (Extended phone-in and Disaster Recovery Support)

This service is intended for companies that need extended hours of phone-in support, more detailed help, and our Disaster Recovery Services. Disaster Recovery service is considered a warm site for major disasters and will cover business-critical operations. This level is recommended for companies with minimal IT support in their organizations.

Level II includes: All Level I services; Enhanced MPE/iX support; Extended phone-in hours—24x7x365; Secure HP3000 back-up system on which to run business-critical operations remotely until system has been restored; Secure off-site tape storage; Periodic testing to make sure data is restorable and usable; Performance and availability guarantees; Reduced pricing for services not covered.

Prerequisite for this service: Co-developed identification and documentation of Business Critical operations.

LEVEL III (Remote Management/Outsourcing of Systems and Application Operations)

This service is intended for companies with little or no MANMAN knowledge or expertise, or for companies who are migrating to another system and have shifted MANMAN resources in support of the new system.

Level III includes: All Level I and II services; Database capacity monitoring and associated maintenance; Batch processing; MANMAN application management (Fiscal period "month end" close, etc.); Security Audit and Maintenance; Installation and implementation of HP3000/MANMAN third party software on the host system; System Configuration; Performance and availability guarantees; Reduced pricing for services not covered.

Prerequisites for this service: ADAGER or DBGeneral database management utility; MPE/iX from VeSoft (not required but highly recommended); Details of customer usage and expectations for batch processing.

LEVEL IV (Off-site Management/Outsourcing of Systems and Application Operations)

This service is intended for companies with no MANMAN expertise. Companies that prefer to completely outsource their operation and companies who are migrating to another system will benefit from this service.

Level IV includes: Hardware housed at tSGi Datacenter; All Level I and III services; Secure off-site tape storage and library management (labeling, archiving, changing, etc.).

LEVEL IV-B (Audit Response/Open Access)

This service is intended for those companies —who have made the transition to a new ERP system and need to periodically access historical information and/or respond to potential audits.

Level IV-B includes: Hardware housed at tSGi Datacenter; Timely processing of requests to Customer by Outside Entities or Individuals (Banks, Governments, Attorneys, etc.) to perform audits of information contained in the MANMAN system; Access and Processing Services for any versions of MPE/iX and MANMAN programs and data on your hardware; Complete end-to-end service requiring little or no involvement from your IT staff; Guaranteed Performance, Quality, Scheduling, and Timing expectations.

asp4edi's EDiX™ and Pervasive Business Integrator for MANMAN

Michael Bui of Meade Instruments Corporation in Irvine, CA is the first MANMAN IT manager to be responsible for overseeing the implementation and use of our new Pervasive Business Integrator™-enabled EDiX™ application. asp4edi, inc. has combined aspects of EDIX™, which we've been installing and supporting exclusively at MANMAN sites for almost 15 years, with the modern Business Process Modeling development environment, XML, and SOA technologies inherent to Business Integrator™. Mr. Bui selected this new technology because, "we want to begin to phase in modern tools for this EDI project that will work with MANMAN now but allow us to move to a new system and keep at least 60% of our investment in business-to-business integration."

Mike Anderson, IT Manger for Therma-Wave in Fremont, CA chose EDiX™ several years before asp4edi offered the new Pervasive capabilities. When it came time to add new capabilities to his EDiX™ interface between MANMAN and his CRM applications, we used XML rather than flat files so his staff could start using new technology on a stable in-house process. According to Mike, "EDiX™ runs like we expect it to day-in and day-out."

John Munns, IT Mgr for Span America says, "Terry's group responds to our customers' quirky specifications for our OMAR transaction EDI interfaces. Every customer seems to require something that is special or a little different from the next customer but this has never been a problem for the EDiX™ guys. Their EDI experience and MANMAN knowledge lets them handle any situation. "

Kerry Gilligan, EDI Analyst for G&W Labs says, "EDiX™ is flexible enough to handle differences between our trading partners. Our customers expect many data points not found in the standard OMAR, but asp4edi finds a way to do it for us, without modifying OMAR databases. Terry's team was able to help us interface EDI purchase orders, invoices, and advanced shipping notices when OMAR could not handle it alone. His support team is top notch!"

Ken Anderson at Lowrance Electronics in Tulsa, Oklahoma manages an IT team supporting a very modified version of MANMAN/HP. Lowrance has been modifying MANMAN since 1981 and has taken it far beyond the "standard" version available out of the box. "Our EDI was an even bigger challenge than most and we thought asp4edi's experience with MANMAN mods was a distinct advantage," Ken said about how he decided to completely outsource all EDI development and processing to the asp4edi team.

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