# Disaster Recovery



**Security, availability, peace of mind; that's what it is all about!**

For more information on Disaster Recovery Services, Contact Joe Popham,  ITS Manager at  joep@pcsco.com

## What would your utility do in the even of a disaster? Where is your customer and accounting data?

It is no secret that several utilities have recently experienced the effect of a natural disaster such as floods, tornadoes, winds. If the utility would experience such an event, where are the customer and accounting records being stored? Two new services from PCS provide the peace of mind that the utility could be back in operation  within 48 hours versus weeks or months in the case such an event would occur. These services include:

### Disaster Recovery Backups

This service provides for the ability to routinely and automatically backup essential customer and accounting data to the PCS hosting center, *Utilit-e Central*. Databases and user files are captured at the client site, compressed and transmitted to PCS via an encrypted and secure connection during off -hours. In addition to local backup copies, PCS provides the essential security that the utility data is stored away from the physical utility.

### Disaster Recovery Servers

PCS can provide the  assurance that the utility has the computer capacity to restore their utility data in the PCS Hosting center should an event occur. The cost of this insurance is a fraction of the cost of having  a second set of computer servers at the utility or co-location.   Backups made as part of the "Disaster Recovery Backups" can be physically restored to the PCS hosting center in hours versus extended downtimes. Access to the center would be made available to the utility as part of the PCS Virtual Private Network (VPN) technology already in use by many PCS clients. The result is a solution allowing the restoration of customer service and accounting with minimal downtime.

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