



eGlobal Disaster Recovery Service

Introduction

Designed to address business continuity requirements for brokers and underwriting agencies, Ebix has introduced an eGlobal Disaster Recovery Service.

In the event of a disaster, alternate remote processing facilities can be brought online and accessed over an Internet connection to provide core data processing facilities.

Contingency Planning

Down time as the result of a computer related disaster can have a significant business impact. It is important to have a viable back-up strategy.

The loss of a fileserver or whole network takes days to replace, even simple disasters such as a disk crash may result in down time of three to four days. A fire or other loss of physical premises may take longer to recover from.

There are a number of commercial disaster recovery centres however these are generally out of reach of most brokers and underwriting agencies, nor do they provide an eGlobal processing environment.

Ebix is able to offer an alternative designed specifically for eGlobal clients.

The service addresses many disaster scenarios including loss of power, environmental disaster, hardware failure, local area network outage and disk crashes. Note, however, that the service only provides for your eGlobal system, it is not a back-up for other applications or files on your

network. Nor does it replace the daily tape back-up, it is important to maintain established daily back-ups.

Key Elements

Under the Ebix Disaster Recovery Service a permanent copy of your production environment is established on an Ebix server. In the event of a disaster, this production environment is brought online and available for access with a secure logon by any PC connected to the Internet.

Features

- Initial set-up of a contingency eGlobal database on a server in the Ebix office
- Automated overnight data upload to ensure that an up to date copy of your database is always available
- Remote access via an Internet connection to the latest received copy of your eGlobal system in the event of a disaster
- Full processing and inquiry facilities
- Monthly verification and refresh of the contingency database by Ebix
- Annual verification testing

With the service, in the event of a disaster the most recently received copy of your eGlobal database will be available within three (3) hours for the time a disaster is notified.

eGlobal Disaster Recovery Service



Using the Service

Once your copy of the database is refreshed with the previous day's data, the back-up eGlobal database can be accessed from any Internet connected PC or subject to conditions directly in our office.

The back-up database includes existing user profiles and security. Users are able to inquire and optionally process from the most recently available copy of your eGlobal database. Note in respect of remote processing as result of a disaster, there may be restrictions in printing from remote workstations. Should it not be possible to print remotely, printing will be available in our office.

There are no time restrictions on the use of the service however limits apply to the number of concurrent users who can log into the service.

System Requirements

The eGlobal Disaster Recovery Service requires a VPN connection between your server and Ebix.

A setup fee and annual licence fee apply for the service with additional usage charges applying if the service is activated. Contact your local Ebix office for prices or additional information.