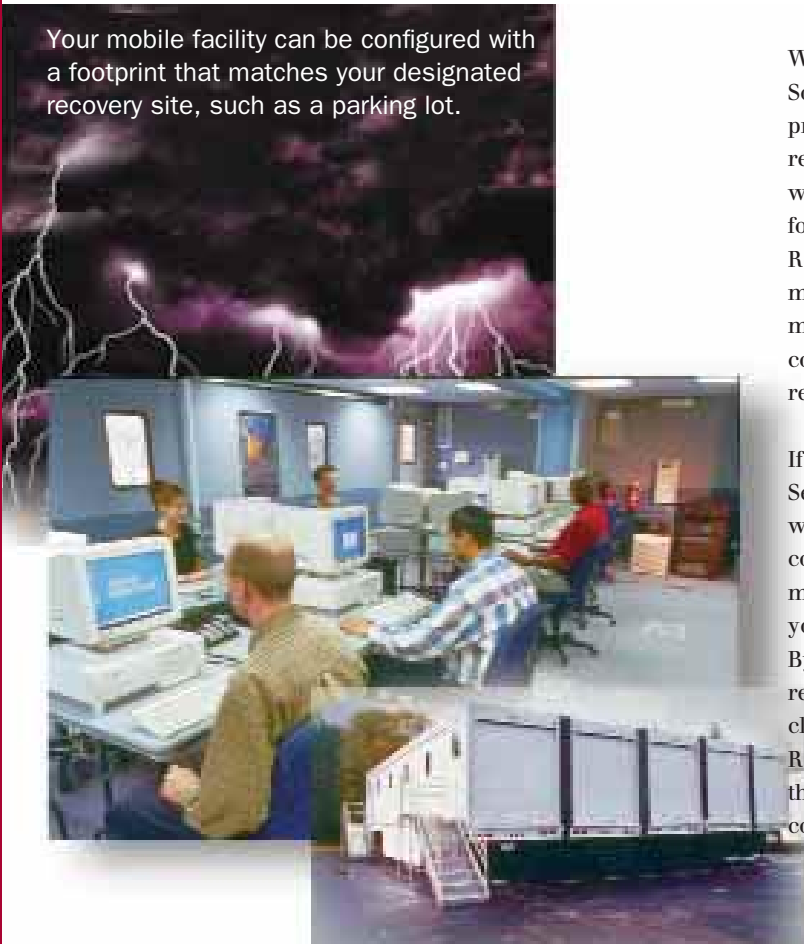


Mobile Recovery Solutions

Minimize the disruption and recovery costs of an IT disaster

Following an IT disaster, you want IT staff members to be close to home so they can assist in the recovery process. You also want to provide business personnel with temporary work space and computing resources as quickly as possible, to minimize productivity losses. DIGITAL Mobile Recovery Solutions help you achieve both goals at an affordable cost.

Your mobile facility can be configured with a footprint that matches your designated recovery site, such as a parking lot.



With a Mobile Recovery Solution, DIGITAL delivers a pre-configured, computer-ready recovery facility to your site within a defined period following a disaster. A team of Recovery Specialists installs the mobile facility, which includes many of the features and comforts found in a fixed recovery center.

If you have a Recover-All™ Service contract, DIGITAL will also install replacement computer hardware in your mobile facility and restore your processing capabilities. By enabling you to quickly resume essential IT operations close to home, a Mobile Recovery Solution minimizes the disruption and recovery costs of an IT disaster.

Benefits

- Provides the infrastructure for creating an alternate data center facility onsite.
- Facilitates a prompt recovery. Delivery and setup is completed in as little as 48 hours.
- Minimizes productivity losses. Provides workspace for up to 250 people. Staff can stay close to your home site during a recovery, or quickly return home from a hot site.
- Recovery experts assist you during planning and recovery.
- Coupled with Recover-All Service, Mobile Recovery provides a highly effective, low-cost recovery solution.

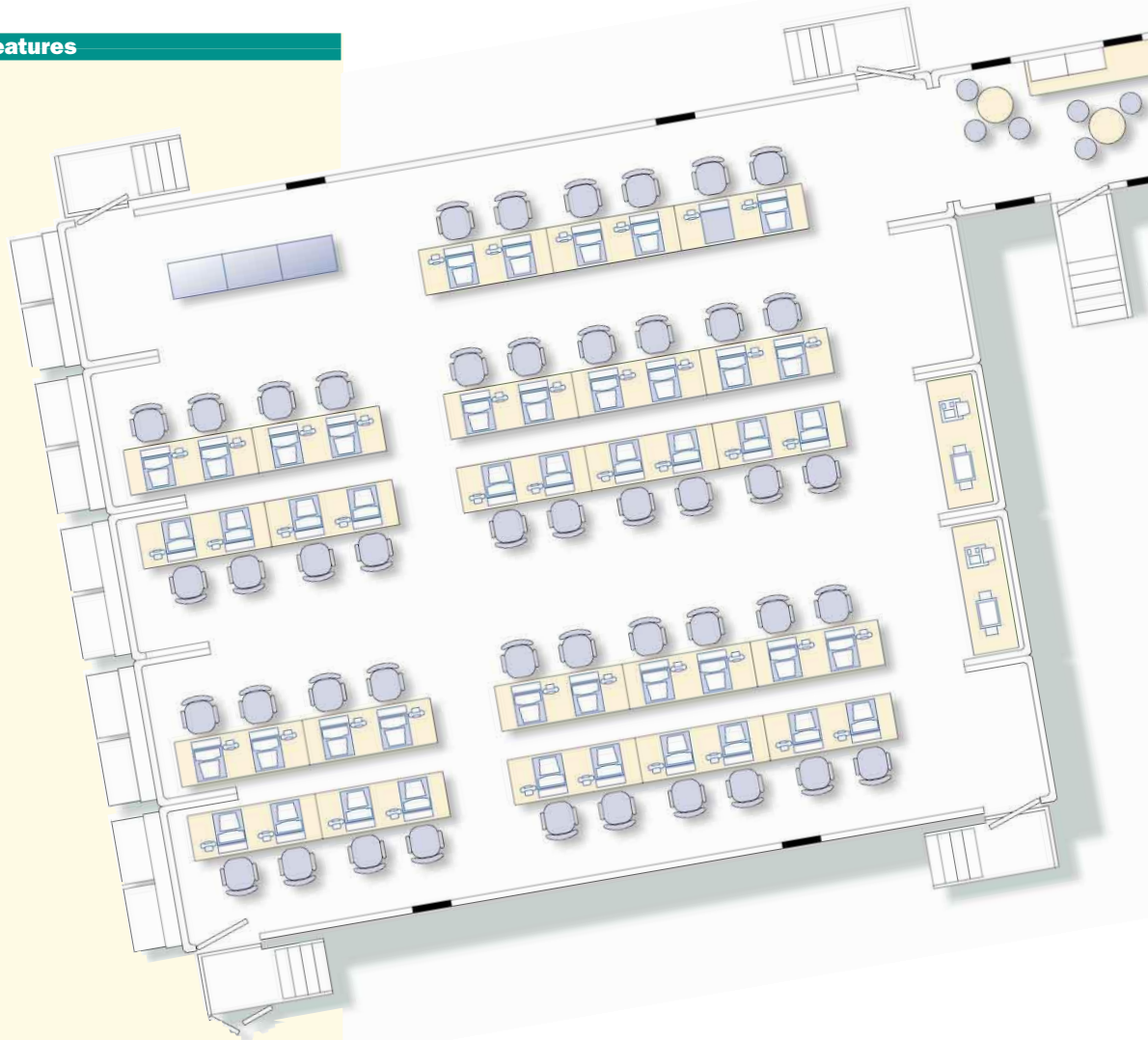
Mobile Recovery Solution Features

Planning and activation assistance

- Mobile Recovery Solution planning assistance.
- Comprehensive Activation Manual developed specifically for your environment.
- One phone call initiates service.
- Facility is delivered and set up in as little as 48 hours.
- Recovery team coordinates the activation of utility services and telecommunications links, remaining on-site until the situation is stable.

Standard facility configuration

- From 760 to 10,000 square feet of continuous, computer-ready raised floor space.
- Pre-installed CAT-5 LAN wiring throughout.
- PBX equipped.
- Secure access.
- Environmentally controlled and insulated.
- Diesel generator and UPS system.
- Manufactured to ISO 9001 standards.
- Optional satellite communications link to a high-speed SONET-based data network.



Amenities

- Exterior windows.
- Wall-to-wall carpeting.
- Noise-reducing wall covering.
- Access for the physically challenged.
- Optional PC-ready work space, desks, and phones for up to 250 people.
- Optional amenity unit with rest rooms, lounge area, and kitchen facilities.

Safety features

- Multiple entry/exit points.
- Electronic fire suppression.
- UL and CSA1¹ rated and certified.

We start with a plan

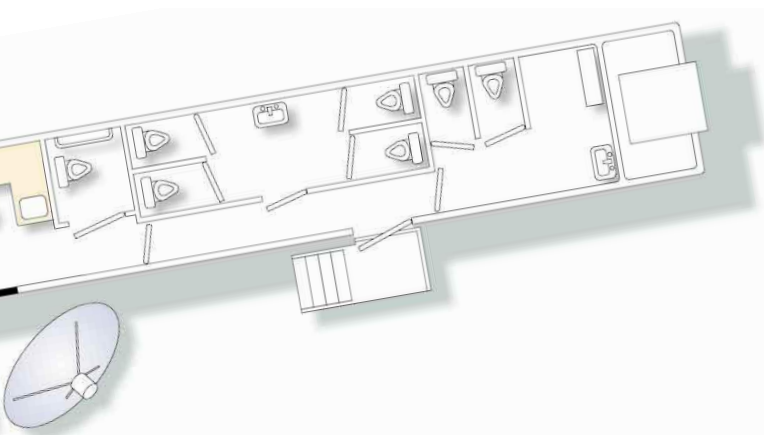
A smooth, timely recovery starts with a well-conceived recovery plan. As part of your Mobile Recovery Solution, one of our expert consultants works with you to assess your recovery needs. The consultant then sizes and defines a mobile recovery facility that will support your processing requirements, specified number of users, and connectivity needs.

Depending on your recovery requirements, the consultant also develops procedures for:

- Declaring a disaster and activating the service.
- Activating utility services.
- Obtaining and installing hardware (servers, storage, desktop PCs, etc.).
- Activating telecommunications services.

Your recovery configuration and procedures are then documented in a comprehensive Activation Manual.

¹ Underwriters Laboratories and Canadian Standards Association



Obtaining and installing computer equipment in your mobile facility

As part of the planning process, a consultant helps you document your approach for obtaining and installing computer hardware to support your recovery. One option is to purchase DIGITAL Recover-All Service, which offers an affordable asset protection and recovery solution for your IT resources.

Recover-All Service provides:

- Priority repair/replacement of covered multivendor hardware damaged in a disaster.
- Installation of repaired/replacement equipment at a site you designate (in this case, the mobile facility).
- Relocation of undamaged equipment to the mobile site.
- Systems and connectivity restored to working order in the mobile facility.
- Reimbursement for many recovery costs – including hot site fees, restoration of damaged data and applications, and travel expenses for your hot site staff.

- Relocation, reinstallation, and restoration of hardware and connectivity at your permanent data center once it is restored.
- Reimbursement for data center design and construction when your facility has been damaged or destroyed.

Flexibility

No two organizations have the same recovery needs. That is why a DIGITAL Mobile Recovery Solution gives you flexibility in configuring your recovery capabilities. Your facility can range in size from 760 to 10,000 square feet. Computer-ready modules can be installed side-by-side or end-to-end, making it possible to create continuous, open floor space rather than a cramped, narrow work area. The flexibility of these modules ensures that your facility can be configured with a footprint that accommodates the dimensions of your recovery site. Workspace can be outfitted with office furniture, phones, and other standard office equipment to accommodate as few as 20 people or as many as 250.

How critical is your application?

For **non-critical applications** that can tolerate two or more days of downtime, a Mobile Recovery Solution coupled with Recover-All Service can provide you with an alternate processing capability at a highly affordable price.

For **business-critical applications** that require prompt resumption of processing operations, we recommend a combination of three services.

Hot Site Service allows you to resume processing and re-establish connectivity for your most essential applications at a hot site within hours of declaring a disaster.

While your staff is at the hot site, a **Mobile Recovery Solution** combined with **Recover-All Service** allows you to create a fully equipped processing facility at your home site in a short period. As a result, you can reduce the length of your hot site stay. This quick return, coupled with Recover-All's equipment repair/replacement and reimbursement features, can significantly reduce your total IT recovery costs.

All the comforts of home

When employees have been displaced from their offices, you want to provide them with a pleasant, comfortable work environment. Our mobile configurations have the look and feel of real office space and include features such as exterior windows and wall-to-wall carpeting. We can also equip your mobile recovery environment with an attached amenities unit that includes rest rooms, lounge area, and a kitchen area.

When a disaster strikes

When a disaster disables your IT capabilities, one phone call sets the mobile recovery process in motion. Your pre-configured facility is quickly outfitted and dispatched to your site where a team of expert technicians installs the facility and works with your local providers to activate electrical power, utility services, and telecommunications links in keeping with your recovery plan.

Depending on your proximity to our nearest dispatch location, your predefined facility can be delivered and installed in as little as 48 hours.

Power and telco outages

If, at the time you declare a disaster, your site is affected or threatened by a power outage, your mobile facility will be shipped with a diesel generator to ensure a continuous power source for your recovery operations. In the event of severe damage to telecommunications land lines, we can establish satellite links to a high-speed SONET-based data network.

Obtaining and installing hardware

While a Mobile Recovery Solution provides the infrastructure for an on-site processing facility, you must make arrangements for obtaining and installing the actual hardware that will reside in the facility: systems, servers, storage, networking equipment and desktop PCs.

During the planning process, your recovery consultant will help you identify the components required for a successful recovery and document the appropriate procedures in the Activation Manual.

The Recover-All advantage

One highly affordable option for obtaining hardware is to purchase a DIGITAL Recover-All Service contract for your business-critical processing.

With Recover-All Service, recovery specialists will install in your mobile facility any multivendor hardware that has been repaired, replaced, or relocated from your permanent data center. Recover-All will also reimburse you for many IT recovery costs, including hot site fees incurred while your mobile facility is being readied.

Availability

DIGITAL Mobile Recovery Solutions are available in the Continental United States and Canada.

DIGITAL: Ensuring IT and business continuity

Mobile Recovery Solutions and Recover-All Service are just two of the capabilities DIGITAL offers to help you ensure continuity for the IT resources that run your vital business operations.

Our worldwide portfolio of business continuity solutions also includes contingency planning consulting, disaster-tolerant computing solutions, hot site service, network-based data backup, strategic power management solutions, and facility and consulting services.

For more information

To learn more about the DIGITAL portfolio of continuity solutions, send e-mail to:

Business.RecoveryServices@digital.com

We also invite you to visit our Web site at:
www.digital.com/services/map.htm

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