Disaster Recovery

Solutions for business resilience

PRONTO CLOUD

Securing your business against risk

With customer expectations continuing to rise, websites and digital platforms need to remain available 24/7. It is crucial that businesses plan, design and protect their systems and IT infrastructure to reduce risk. IT and security threats from varied sources are higher than ever and can occur in unexpected forms.

A key consideration for your business then should be, "How long can my business afford downtime?"

Downtime affects your ability to run your business and often amounts to a loss of revenue, customer dissatisfaction, loss of productivity and damaged brand reputation. Since downtimes are unexpected, designing resilience into your IT infrastructure helps ensure that you can continue doing business without your customers being affected.

At Pronto Cloud, we can design and build this resilience into your IT systems so when a disaster strikes, businesses can quickly continue as usual. While our team already have the best standard of redundancy measures in place with any provided hosting solution, Disaster Recovery (DR) will provide that extra level of support and layer of protection in case of an unexpected disaster.

Pronto Cloud's disaster recovery solutions continuously protect your data and enables your business-critical applications to be back online rapidly when a disaster strikes. They do this by continuously replicating your virtualised servers into a Pronto Cloud data centre. Within minutes of an unexpected service disruption, your staff can switch to the parallel system with the data as it was seconds before it happened.

While our standard Back-ups can help to restore your data and business operations, it can be time-consuming restoration. This is because Back-ups are only taken once a day and there is no failover system or replacement ready to go. With Discovery Recovery, your business will get back online quickly and your data fully restored.

Key benefits of Disaster Recovery

Recover fast

No matter how large a disaster, you could be back up and running in the cloud in 20 minutes. Your data will be up to date within 2 minutes before the disaster struck.

Go back in time

When a disruption occurs, we can direct the cloud system to reset itself to a point in time from 2 minutes to 4 hours before disaster struck. You can continue working in the cloud as if the disruption never occurred.

Flexible protection

Hardware and software compatibility is not an issue. We can replicate any virtualised application, from/to any hardware, thereby keeping it flexible and scalable.

Test anytime

We ensure that your IT environment replicas are available to you when a disaster strikes. But how do you know that? You can simulate a disaster and test failover and failback twice every year to ensure that you are prepared for an actual disaster.

24/7 support

You can call our dedicated team to assist and provide rapid support to help you through critical incidents.

Aligning to your business needs

We will design your Disaster Recovery (DR) solution based on your configuration, specifically your network and site/server locations.

Our skilled technicians can provide value guidance on the best approach, while utilising test events to verify continual reliable protection.

All the data is kept in Pronto Cloud data centres located in Australia and is encrypted and secure.

System Recovery Service (SRS)

For Pronto Cloud hosted customers, we offer SRS where we replicate your production cloud environment to a secondary data centre. This will provide a Recovery Point Objective (RPO) of under a minute and a maximum Recovery Time Objective (RTO) of 2 hours.

This service includes two yearly test restores to check that everything is ready to go in the event of a disaster. To provide SRS to our customers we use industry leading replication software, dedicated network bandwidth and hardware in our DR data centre.

High Availability Environment

Primary Data Centre	Secondary Data Centre
Production	System Recovery Service
VM Cluster	

Replication

Primary Backup

Offsite Backup
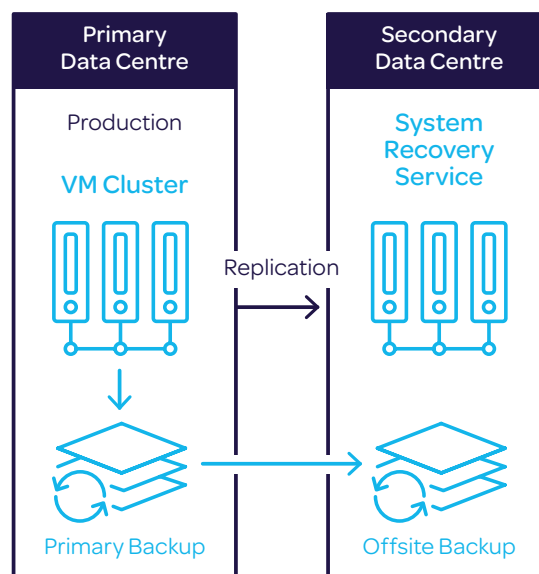
Eversync

If you are an on-premise customer using managed services and would like disaster recovery then EverSync is the right solution for you.
Using the same industry leading replication software as SRS, we replicate your virtualised servers* into a Pronto Cloud data centre. We manage all the key phases of a disaster recovery solution for you as a managed service. For a fixed, affordable monthly subscription, EverSync removes the need of duplicated infrastructure and frees up IT resources for value-adding activities.

Once we assess your IT environment, installation and setup is completed within hours. EverSync scales automatically as your business and storage requirements grow, making it easy to manage and giving you comfort that you are always protected.
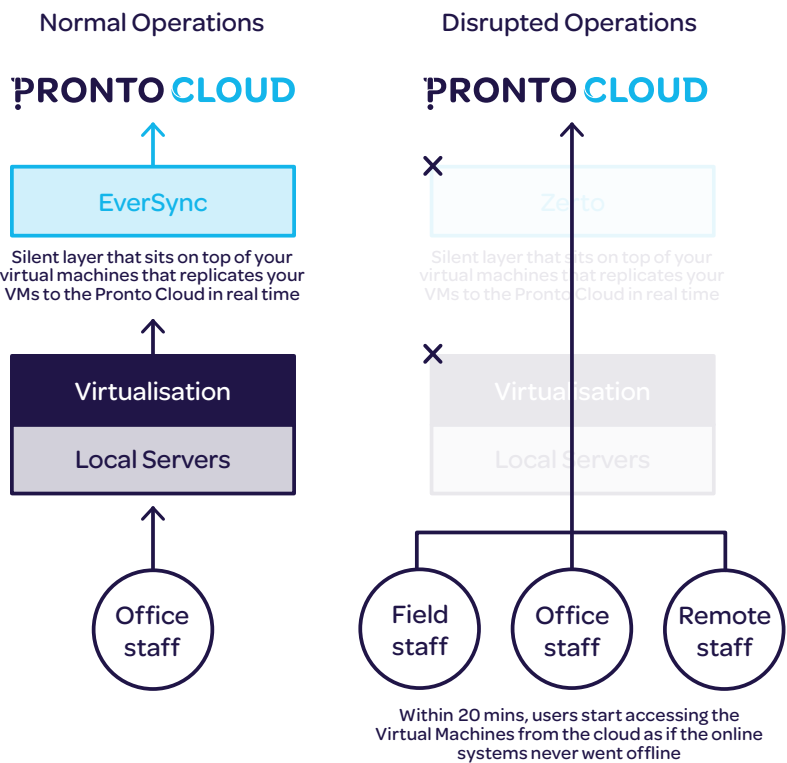
*EverSync requires vCenter Server or SCVMM to connect and manage the virtual environment.

We offer three levels of IT resilience that are aligned to your needs and budget.

	Essentials	Plus	Premium
Productivity Loss Tolerance (RPO)	24 Hours	12 Hours	2 minutes**
Downtime Affordability (RTO)	48 hours	12 hours	2 hours
Availability Target	99.99%	99.99%	99.99%
Support Service Hours*	24/7	24/7	24/7

*Our dedicated Disaster Recovery team will remain available 24/7 during an ongoing disaster.
For normal support and queries, our local support offices are fully staffed between 8am and 5:30pm (Mon-Fri) in their respective timezones

** Subject to network performance between your business site and data centre

Normal Operations

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EverSync

Silent layer that sits on top of your virtual machines that replicates your VMs to the Pronto Cloud in real time

Virtualisation

Local Servers

Office staff

Disrupted Operations

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✕ Zerto

Silent layer that sits on top of your virtual machines that replicates your VMs to the Pronto Cloud in real time

✕ Virtualisation

Local Servers

Field staff

Office staff

Remote staff

Within 20 mins, users start accessing the Virtual Machines from the cloud as if the online systems never went offline

Disaster recovery process

What happens when an unfortunate event does occur? Outlined below are the stages of how we support you with discover recovery. We consult with you during each of these stages to ensure that the solution remains aligned to your business goals.

When a disaster strikes

Point-in-time recovery

Determine the disaster type and failover to an appropriate point in time. For instance, in case of a ransomware/virus attack, you can failover to a time just before the infection.

Business support

Advise and assist your IT team on the best possible solutions to your disrupted operations.

Failover initiation

Once you inform us of a disaster, we immediately start the process of activating your cloud instances and assist in adjusting the site's DNS settings to be able to access it from your office.

Constant monitoring

Make continuous adjustments so that full usage load from your entire business can be handled at the same quality of service.

Recovery to business as usual

Failback

All changes on the DR site are replicated back into your primary infrastructure with minimal disruption.

24/7 support

During normal operations, you can contact us at any time during business hours (Mon-Fri: 8am-5:30pm) or 24 hours a day during system downtime.

Root cause analysis

We analyse the cause of the disruption and provide you with advice to make your infrastructure even more robust.

Post recovery

As soon as the primary business site is up and running, the replication to cloud starts again to resume your disaster recovery protection.

Ready to secure your business with DR

Our team can design a disaster recovery solution for you irrespective of whether you are an on-premise or a hosted customer. Talk to one of our consultants about what would be the right DR solution to support and protect your business.

About us
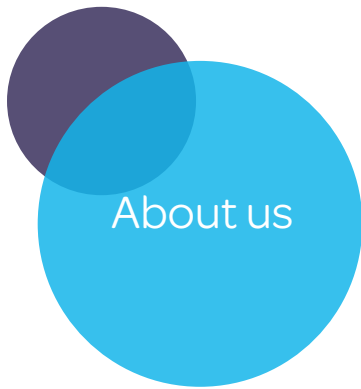
Pronto Cloud is a division of Pronto Software – the Australian developer of Pronto Xi ERP and analytics software. Specialised in cloud applications and storage, platform services and disaster recovery, Pronto Cloud delivers the IT infrastructure needs of both Pronto Xi customers and other businesses. With certified, high availability Tier 4 data centres, Pronto Cloud provides resilient, secure, flexible and maintenance-free managed cloud computing services.

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