



Episys[®] Continuity ServicesSM
Episys[®] Continuity Services PlusSM
Episys[®] Continuity Services Premium
Disaster Preparedness, Response, and Recovery



Is your credit union fully prepared for an emergency that threatens your Episys platform?

BUSINESS VALUE

- Improve Operations
- Reduce Risk

COMPATIBILITY

- Episys®

Every credit union must ensure that it can efficiently and effectively recover from temporary business interruptions as well as catastrophic disasters. Symitar® is dedicated to enhancing and expanding its continuity solutions with new technologies and services to assist with this effort.

IT WORKS LIKE THIS

Episys Continuity Services and Episys Continuity Services Plus are annual subscription services that provide comprehensive, proactive approaches to business continuity. These cost-effective services employ the latest technologies, most current software versions, and industry best practices, ensuring that you have the right tools on-hand in case of emergencies.

Symitar provides the software and installation for Episys Replication Failover™, Episys Multihost™, and Remote Post; and after the installation, Episys Continuity Services provides a failover certification to ensure these solutions operate as expected.

Episys Continuity Services provides ongoing testing and reporting, including a semi-annual continuity report and an annual failover recertification. It also includes future updates and enhancements to these products. For those needing assistance building their disaster recovery plans, Episys Continuity Services Plus offers full Episys continuity planning to build and test an effective, customized disaster recovery plan.

FEATURES LIST FOR EACH SERVICE

Features	Episys Continuity Services™	Episys Continuity Services Plus™	Episys Continuity Services Premium
Episys Replication Failover™	X	X	X
Episys Multihost™	X	X	X
Remote Post	X	X	X
Remote Failover Certification	X	X	
Annual Remote Recertification	X	X	
Episys Continuity Plan™		X	X
Episys Continuity Plan Annual Remote Retest			X
Annual Episys Continuity Plan Review		X	X
Semi-Annual Continuity Report	X	X	X
Access to Future Continuity Solutions	X	X	X

SUMMARY OF THE PRIMARY FEATURES

Episys Replication Failover enables you to support and maintain a single backup host in case of a temporary business interruption or disaster. This product ensures that the primary and secondary host configurations are synchronized by copying host configuration data between servers. Replication failover enables the backup host to assume the network identity of the primary host, which expedites business resumption and the recovery process.

Episys Multihost provides greater flexibility for disaster recovery by supporting multiple backup servers with advanced networking technology to manage network communications. Symitar uses the Citrix® NetScaler® line of application delivery controllers to manage network access and traffic for one live host and up to six backup hosts. NetScaler monitors the status of the live host, and once the failover is complete, it automatically reroutes traffic to the designated location of a back-up live server. Episys Multihost also enables you to perform a failover in an operational capacity during release loads and AIX updates.

Remote Post works together with Remote Transaction Logging (which is included with Episys). These programs enable you to copy and post transactions to the backup servers to ensure that critical data is available in the event of a disaster.

Episys Continuity Plan (ECP) is an all-encompassing disaster recovery project that enables you to establish quick and efficient responses to disasters or temporary business interruptions. To develop an ECP, a network and hardware services field engineer and an Episys continuity analyst review the Episys host, third-party connections, and credit union procedures, and work with you to create a comprehensive recovery plan. Symitar assists your institution with testing the complete plan. Testing can be limited to an Episys host-down test or it can include a site-down test that simulates main data center unavailability.

Episys Continuity Plan Review provides an evaluation of your existing ECP to ensure that it is up to date. Symitar reviews it with you, discusses any changes that have occurred at your credit union, and provides a list of recommended updates to your documentation.

Episys Continuity Plan Annual Remote Retest provides yearly retesting or tests the complete ECP plan. Testing can be limited to an Episys host-down test or it can include a site-down test that simulates main data center unavailability.

Failover Certification is an offline, non-live disaster recovery project that tests your Episys hosts. Symitar conducts a complete failover analysis, including backup structure and data/transaction synchronization along with training. You can consult with an engineer to test connectivity to the secondary host and conduct an offline execution of a failover to the secondary host. This includes workstation connectivity and the testing of transactions, account FM, check printing, and CDM connectivity.

Continuity Report provides a review of your Episys host configuration, continuity software configuration, and best practices. Symitar works with you to ensure that your host is properly configured and we review testing, documentation updates, software, and hardware updates with you. We provide a report with results and recommendations.

WHAT IT DOES:

- ▶ Helps ensure disaster preparedness and business continuity.
- ▶ Expedites disaster response and recovery.
- ▶ Supports compliance with related regulatory requirements.
- ▶ Significantly reduces the impact of temporary business interruptions and catastrophic disasters.
- ▶ Provides cost-effective, pay-as-you-go services.

WHAT IT DOES FOR YOU:

- ▶ Provides peace-of-mind, knowing that you have data backup and system recovery in place.
- ▶ Facilitates successful completion of compliance audits.
- ▶ Offers the benefit of Symitar's expertise in IT, recovery, and continuity.
- ▶ Enables you to maintain member trust regarding post-disaster operations and security.

These cost-effective services offer an array of proven disaster preparedness and recovery solutions that employ the latest technologies, most current software versions, and industry best practices.