



SURVEY

SUMMER Edition

This comparative matrix was compiled directly from responses to a questionnaire sent to disaster recovery and business continuity vendors.

DRJ publishes this survey to assist readers in making the necessary decisions when selecting an alternate site. An alternate site selection process only begins with

examining the survey. Each vendor provides unique capabilities which must be matched with your company's requirements and compliance for business continuity and/or recovery. The most important step is discussing your needs with a representative from those companies that interest you.

The categories address some of the issues pertinent to select-

2013 Alternative Site Survey

Company	Locations B. 2nd Power Source	Host Mainframe Midrange Computers	DASD Units	Tape Drives	Front-end Processors	
Agility Recovery Solutions Inc. <i>Michael Sciarrotta</i> 2101 Rexford Rd., Ste. 350E Charlotte, NC 28211 866-364-9696 www.agilityrecovery.com	Mobile sites; serving continental US and Canada	Yes	Enterprise & Midrange: IBM System p (pSeries/RS6000), IBM System I (iSeries/AS400), HP 9000, SUN, HP Alpha and VAX. Full complement of Intel Servers (i.e. HP, IBM, & Dell) multi processor boxes with single-core, dual-core and quad-core, supporting the major operating systems and VMware applications	Full range of SAS, SCSI, Fibre SAN, iSCSI, SAN and SSA solutions (HP/Compaq, IBM, EMC, NetApp and SUN etc)	Full range of stand-alone tape drives and tape libraries (ie. 4 mm, 8mm, DLT, SDLT and LTO etc.)	N/A
Alchemy Communications, Inc. <i>Peter D. Bennett</i> 6171 W. Century Blvd., Suite B-L Los Angeles, CA 90045 213-596-6408 www.alchemy.net	Los Angeles, CA (2) Irvine (1)	Yes	Midrange	N/A	N/A	N/A
American Business Continuity Centers LLC <i>Gregory R. Tellone</i> 1000 Woodbury Rd. Woodbury, NY 11797 877-499-2577 www.ContinuityCenters.com	Rockland County, NY Westchester County, NY	Yes	Yes	HP, Netapp, Dell	LTO1 through LTO5 auto-loaders, many brands/models	Dell and HP blade servers, stand-alone servers and VMware hosts

ing an alternative site. The survey is not intended to give you all the criteria to select a site, but rather to determine which may be the best suited to your company's needs.

Questions include coverage of location, power sources, computer equipment, tape drives, processors and data and voice lines.

In addition, information on mobile sites, cold sites and office work space is provided.

To be included in next year's alternate site survey, contact DRJ at (636) 282-5800 or e-mail drj@drj.com to be placed on our questionnaire mailing list.

SURVEY
Disaster Recover Journal publishes five surveys per year on a variety of business continuity topics. Our policy is to edit the survey information to meet our guidelines. We neither evaluate nor rate any of the participating vendors' products or services. Our goal is to maintain an independent view while sharing information to assist our readers in making successful, well-informed decisions. Contact the vendor directly for further information on any product or service listed in one of our surveys.

Data Lines	Voice Lines	Annual Testing Hours	Mobile Site	Cold Site	Office Work Space	Other Services
Network services provided via satellite services via 2 teleports providing redundant bandwidth for up to 9 Mbps increments along with add'l bandwidth on demand services.	2000+	Unlimited testing	Yes	No	Yes - desktop PCs and/or laptops and telephones. This solution is customized per members needs. Mobile unit workspace also available.	Agility offers a technology Quick-Ship technology program to ship replacement equipment to member's alternative location(s). This compliments internal recovery strategies. Call center recovery - complete customization to replicate member's production environment; desktop PC imaging; Intel Server OS Preload and bank branch recovery solutions also available.
8 Tier 1 Internet providers, plus AT&T, Verizon, TW Telecom, Quest, Cogent	VoIP	Customer directed	No	Yes - raised floors, UPS, diesel generators, environmental controls, sprinkler systems, premise security	Yes - at Irvine data center	Three data center locations, high availability, colocation, managed services, private cloud, dedicated servers, 24x7 onsite NOC support
Metro-Ethernet, Dark Fiber, MPLS	192	Unlimited	Yes	Yes - raised floors, UPS, diesel generators, environmental controls, sprinkler systems, premise security	Yes - each site offers both shared and dedicated seats. Several hundred PCs and telephones.	Instant business recovery - full system cloud based 60 second server recovery Secure Vault - offsite data backup and archiving with FIPS-140 certified encryption eMONIFY - mass notification system.

Company	Locations B. 2nd Power Source		Host Mainframe Midrange Computers	DASD Units	Tape Drives	Front-end Processors
American Internet Services (AIS) <i>Jim Raynoha</i> 9305 Lightwave Ave. San Diego, CA 92123 858-427-2421 www.americanis.net	San Diego, CA (2) Phoenix, AZ (available 3rd qtr. 2009)	Yes	80,000 square ft. - TierIV data center	N/A	N/A	N/A
Atlantic.Net <i>Adnan Raja</i> 440 W. Kennedy Blvd. Suite 3 Orlando, FL 32801 888-422-2936 www.atlantic.net	Orlando FL, Dallas, TX, Chicago, IL, New York, NY, Los Angeles, CA, Phoenix, AZ	Yes	Yes	N/A	N/A	Yes
bigbyte.cc Corp <i>Nerissa Whittington</i> P.O. Box 81200 Albuquerque, NM 87198 505-255-5422 www.bigbyte.cc	Albuquerque, NM	Yes	Yes, custom tailored to meet client requirements	Yes, custom tailored to meet client requirements	Yes, custom tailored to meet client requirements	Yes, custom tailored to meet client requirements
Blue Hill/CAPS <i>Rosary DeFilippis</i> 2 Blue Hill Plaza Pearl River, NY 10965 845-620-0400 www.bluehilldata.com	2 locations in Shelton, CT, Branchburg, NJ, Irvine, CA, Atlanta, GA	Yes	Yes, Z series - ZOS, OS/390, VXL, VSE, midrange: AS400, System I/P	3390, 3390-0, 2105	3489, 3590, ATL, VTS, 3592, 9840	IBM, HP, Blade, multiple data lines customized per customer requirements
Capris Emergency Space <i>Joe Damiani</i> 215 Traders Blvd., Unit 11 Mississauga, Ontario, Canada 416-613-8148 www.emergencyspace.com	Ontario (Toronto, Mississauga), Alberta (Lethbridge), Buffalo, NY, Rochester, NY, Lenoir, NC, Greater London, UK, build to suit svcs. avail. virtually any location	Yes	Yes	Customer colocation available	LT04	Cloud services available to offer compute on demand
Cervalis, LLC <i>Zack Margolis</i> 4 Armstrong Road Shelton, CT 06484 203-602-2020 www.cervalis.com	Dutchess County, NY Stamford, CT, Totowa, NJ Norwalk, CT	Yes	Yes	Yes	Yes	Yes
Corus360 RES-Q Recovery Services <i>Bob Quarles, Steve Gruber</i> 130 Technology Parkway Norcross, GA 30092 770-300-4700 www.corus360.com, www.resqdr.com	two	No	IBM Z Series, IBM Power 5-6-7, IBM iSeries, HP, Sun and Dell	IBM, IBM Shark, EMC, NetApp, HDS, Nexsan, all fiber channel and SATA disks. iSCSI, Fiber channel and Ethernet connectivity supported.	Support wide range including IBM 3480, 3490, LT02 through LT04	IBM 3720, Z9 mainframe, IBM p7-750

Data Lines	Voice Lines	Annual Testing Hours	Mobile Site	Cold Site	Office Work Space	Other Services
Carrier neutral with AT&T, Sprint, XO, Level 3, telepacific, cogent, POPs	SIP-services; unlimited connection	Unlimited	No	Yes - raised floors, UPS, diesel generators, environmental controls, sprinkler systems, premise security, biometric scans, badges manned 7/24/365	Yes - wireless and wired connections	AIS is listed as a priority level facility for power and fuel in tiems of emergency. Caltran's 511 services and emergency Dstar Repeater housed in facility.
Cable, DSL, Fiber, OC48, PRI, Pots lines, T1 lines	100	None	No	Yes - UPS, diesel generators, environmental controls, sprinkler systems, premise security	Yes - 2 PCs, 2 telephones	Hosting solutions including virtualization, cloud computing, colocation hosting, and dedicated.
Multi-homed & Carrier Neutral; T1, DS3, Dark Fiber (multi-mode and single modes), up to OC192, POTS	400+	Unlimited	Yes	Yes - raised floors, UPS, diesel generators, environmental controls, sprinkler systems, premise security, card key, biometric access, full internal and external video surveillance, 24/7/365 onsite uniformed security	Yes - up to 500 PCs, up to 500 dumb terminals, up to 500 telephones	SSAE16 Type 2 certified fully hardened business continuity campus and data center facility providing Tier III compliant services from colocation to business continuity and disaster recovery planning.
As required	As required	1 or more annual test with consecutive unlimited test time	No	Yes, raised floors, UPS, diesel generators, environmental controls, sprinkler systems, premise security, SSAE16 Type 2 PCI EU Safe Harbor Compliant CCTV time, labs, cameras attached to digital recorders, 24x7 guards, key card access	Yes - 100+ PCs, 100+ telephones	Business continuity, dedicated disaster recovery, 24x7 fully managed data center hosting services for all platforms, including mainframe, mid-range AS/400 - iSeries, and Open Systems, private Cloud services, applications services, staff augmentation, project management, account management
Aggregate bandwidth at each location are delivered over BGP from minimum 2 carrier partners. On Net services at each location offers any Telco service required by customer	Unlimited PRIs available plus VOIP capability	Generous	Yes through partnership.	Yes - raised floors, UPS, diesel generators, environmental controls, sprinkler systems, premise security, other depending on location, gGas fire suppression	Yes -300 dumb terminals VI terminals, telephones	Shared suites offer standardized desks, VDI or desktop plus telephony. Dedicated suites can be customized to meet the needs of any customer.
Carrier neutral facilities with 8-10 Tier 1 and Tier 2 providers in each facility.	Over 2000	Up to 500 hours for shared resources	Yes	Yes, raised floors, UPS, diesel generators, environmental controls, sprinkler systems, premise security	Yes, 1500 PCs, 1000 dumb terminals	Backup systems administration, network services, SAN storage, network security, data replication, remote hands, hardware and software provisioning, intrusion detection, monitoring services, VPN services, network load balancing
Multiple carriers providing shared internet and dedicated customer connectivity. 100 Mbps dedicated circuite for DR recovery/testing	100+	No limit. Generally each customer is provided 5 days of test time per year	Yes	Yes - raised floors, UPS, diesel generators, environmental controls, sprinkler systems, premise security	Yes - 150+ PCs, dumb termianls provided as required, 150+ telephones	Corus360 implements hybrid recovery solutions designed to reduce associated DR costs. Also wrap various cloud solutions around traditional tape-based recovery to greatly reduce recovery time.

Company	Locations B. 2nd Power Source		Host Mainframe Midrange Computers	DASD Units	Tape Drives	Front-end Processors
Hewlett-Packard Company Mark Vanston 1210 Choctaw Trail Brentwood, TN 37027 615-346-5233 www.hp.com/go/continuity mark.vanston@hp.com	Approximately 45 recovery facilities located across the Americas, Western Europe, Eastern Europe, Middle-East, Africa, and Asia-Pacific.	Yes	HP Servers: ProLiant Servers (Intel and AMD processors), HP UNIX, HP Non-Stop™ Servers, HP AlphaServer, HP 3000, DEC VAX; IBM Servers: IBM System z (mainframe, including z196), IBM System i, IBM System; Sun Servers and Workstations	Wide variety of DASD units available including HP 3PAR, HP EVA, HP XP, Hitachi, EMC, IBM, NetApps	Wide variety of tape drives available	Wide variety of front-end processors available
IBM Jill Hamilton New Orchard Road Armonk, NY 10504 289-333-7017, 877-426-3287 jillh@ca.ibm.com	More than 160 centers, plus additional partner locations. The facilities span 70 countries. IBM BCRS has 15 recovery sites in the US.	Yes	Extensive array of heterogenous equipment spanning multiple manufacturer make and model numbers that can be configured/deployed as dedicated systems and/or virtual systems.	An extensive array of heterogenous equipment spanning multiple manufacturer make and model.	An extensive array of heterogenous equipment spanning multiple manufacturer make and model.	Wide variety of front-end processors available
iland Laura-Beth Hatem 1235 North Loop West, Suite 205 Houston, TX 77008 800-697-7088 www.iland.com	Houston, Dallas, Los Angeles, Boston, Reston, London	Yes	Public and private cloud based solutions as well as managed servers featuring Dell hardware, Windows, Linux and VMware	DASD units available (include model #) Direct attached and NAS/SAN based units by Dell and Equallogic. Modells include MD1000, MD3000 and PS series Equallogic arrays.	N/A	N/A
Recovery Point Dick Fordham 75 West Watkins Mill Rd. Gaithersburg, MD 20878 877-445-4333 www.recoverypoint.com	National services, multiple locations	Yes	Floor provisioned hardware, multiple IBM ZSeries z10 and z9, P Series, iSeries, xSeries, Sun, HP, Alpha and Intel of all sizes. VMware recovery supported.	Mainframe DS8100 and Mid-Range DS4500, DS4800, SUN, HP and other for complete compatibility among all platforms	All platforms including IBM 3490, 3590, 3592, LTO2, 3 & 4, STK 9840, AIT, DAT 8 mm, 4mm and mult. tape libraries, including IBM 3494, TS3500 and 3584. VTS and VTL services supported.	Units may be added as necessary to meet clients needs.
Recovery Site Logistics D. Eric Venters 6475 Perimeter Dr., Suite 102 Dublin, OH 43016 614-526-1130 www.rsldr.com	Plain City Columbus, OH	Yes	Customer supplied or sourced for customers	Customer supplied or sourced for customers	Customer supplied or sourced for customer	Customer supplied or sourced for customers

Data Lines	Voice Lines	Annual Testing Hours	Mobile Site	Cold Site	Office Work Space	Other Services
SONET infrastructure (multiple OC192's), Frame Relay access, T1 up through Optical circuits (OC3 and larger), VPN, shared or dedicated internet access, ISDN, analog, all carriers supported and have a presence.	Varies by recovery center; strong advanced telephony capabilities for call center recovery	No fixed limits on testing hours; HP tries to provide maximum flexibility to our customers in testing	Yes, mobile recovery centers are available in North America, Europe, and South Africa	Yes, although this is primarily intended as an adjunct to warm/hot site customers. Includes raised floors, UPS, diesel generators, environmental controls, sprinkler systems, premise security.	Yes, nearly 10,000 seats available worldwide with integrated support for multi-vendor server recovery, up to 900 PCs per center, dumb terminals can be arranged, up to 900 telephones per center.	Enterprise cloud services-continuity (cloud DR), electronic vaulting service (cloud backup), enterprise cloud services-unified communications (including emergency notification service), business continuity consulting.
Multiple carriers and network services types available, with an in place broadband backbone network.	Thousands.	Flexibility to arrange the number of exercise events and hours as needed for each client.	Yes	Yes - raised floors, UPS, diesel generators, environmental controls, sprinkler systems, premise security.	Yes. More than 300K work area recovery seats in US. Thousands of PCs, dumb terminals; hundreds of telephones.	IBM BCRS offers an extensive line of cost-effective IT recovery solutions and services, including Smart Cloud implementations. Website is www.ibm.com/services/continuity .
1Gbps to 10 Gbps can accommodate private line, MPLS or existing bandwidth engagements with over 300 carriers	N/A	Varies on contract	Yes	Yes - raised floors, UPS, - raised floors, UPS, diesel generators, environmental controls, sprinkler systems, premise security, sprinkler systems, premise security	Yes - Number of PCs varies by contract	iland, VMware's Service Provider Partner of the Year, 2010 for Americas, provides enterprise class hosted cloud infrastructure, iland enables business continuity, production infrastructure, and hosted desktop solutions in 6 high-availability datacenters in the US and UK.
Dark Fiber directly to redundant carrier hotels supporting national network svcs. from virtually all carriers, DWDM, IP-based services, DS1 through OC192 and intra-recovery facility dark fiber for mirroring are available.	Up to 5000 voice extensions	No maximum	Yes, with seven hitching posts at 3 sites	Yes - raised floors, UPS, diesel generators, environmental controls, sprinkler systems, premise security	Yes - capacity for 1000, 1500+ PCs	Tier III collocation and managed hosting services. Outsourced, remote tape creation and storage, electronic vaulting, integrated cloud backup and recovery. Consulting services and planning software.
Customer supplied or sourced for customers	Per customer specification	Per customer specification	Multiple sites available	Yes, raised floors, UPS, diesel generators, environmental controls, sprinkler systems, FM200, premise security	Yes, PCs, dumb terminals and telephones per customer specifications	Custom work area and technology recovery solutions real time or ATOD.

Company	Locations B. 2nd Power Source		Host Mainframe Midrange Computers	DASD Units	Tape Drives	Front-end Processors
Rentsys Recovery Services <i>Walt Thomasson</i> 200 Quality Circle College Station, TX 77845 866-597-1111 www.rentsysrecovery.com	Pleasant Prairie, WI (midwest), Billerica, MA (northeast), College Station, TX (south central)	Yes	Amidrange server technology using Quick-ship Service, mobile data center, business recovery center configs	EMC CX-700, Dell EqualLogic SAN	All media available, including DLT, SDLT and LTO. Tape libraries and stand alone tape drives are available.	Large inventory of Dell and HP Intel servers with 4x quad core processors available
SunGard Availability Services <i>Kathleen Aris</i> 680 Swedesford Road Wayne, PA 19087 866-714-7209 www.sungard.com/solutions/disasterRecoveryInfrastructure/pages/recoveryInfrastructure.aspx	More than 80 facilities worldwide, including US locations such as Carlstadt, NJ, Philadelphia, PA, Scottsdale, AZ, Smyrna, GA, Wood Dale, IL (Note: availability services may vary)	Yes	AS/400, DEC Alpha, DEC VAX, Dell PowerEdge, HP9000, HP Integrity, HP ProLiant, IBM Mainframe, IBM Midrange-iSeries, IBM Midrange-pSeries, IBM Midrange RS6000, IBM Midrange - SP2, Tandem, Stratus, SUN, FileNet with dozens of mainframe command centers and midrange command centers.	EMC DMX 1000, Hitachi TagmaStore, IBM DS8300, EMC Clariion, storage area networks, EMC Connectrix, McData	Tape libraries: ADIC/Quantum, IBM (encryption capable), storage Tec/SUN, Qualstar, Spectra Logic Tape Drives: (within libraries) AIT-2, AIT-3, LTO-2, LTO-3, DLT7000, DLT8000, SDLT-220, SDLT-320, SDLT-600, STK 9840B, 9840C, and 9940B, IBM 3590E, 35980H, 35921, 3592-E05	N/A
Xand <i>Rob Stephenson</i> 34 Saint Martin Drive Marlborough, MA 01752 800-214-4035 www.xand.com	Metrowest Boston, MA, Greater Hartford, CT, Westchester County, NY, Valley Forge, PA, Bethlehem, PA, Breinigsville, PA	Yes	All facilities have a secondary power source (whether utility or generator based), redundancy configurations vary by facility.	six data centers, with accommodations for most any mainframe/midrange system. Midrange PCs available from Xand, mainframes must be supplied by client	Wide variety of DASD units available including NetApp SAN at each data centers. 2Gb and 4Gb fiber channel attached disk is avail. across all data centers	Various tape processing platforms including, but not limited to LTO1.2.3 and LTO4 tape
VISI <i>Gary Elfert</i> West 70th Street Eden Prairie, MN 55344 www.visi.com	Eden Prairie, MN St. Paul, MN, Madison, WI, Des Moines, IA, Cedar Falls, IA	Yes	Customers may bring in their own mainframe and midrange computers.	Variety of options from leading manufacturers or customers can supply their own	Customer may bring their own tape drives or utilize VISI's backup to disk service	VISI offers a wide range of managed cloud and hosting solutions

Data Lines	Voice Lines	Annual Testing Hours	Mobile Site	Cold Site	Office Work Space	Other Services
45 Mbps Fiber with OC-192 capable	Up to 1000+ hours	No annual limit.	Yes	Yes - raised floors, UPS, diesel generators, environmental controls, sprinkler systems, premise security. Co-location and hot site available.	Yes - fixed seats through bus rec centers, and onsite workspace solutions provided using mobile rec centers. 2000+ PCs and telephones.	Mobile Recovery Centers, Business Recovery Centers, QuickShip technology, voice/data communications recovery, databack backup and recovery (FLEXDATA), backup power generators, professional services.
Multiple sources to most sites	Larger recovery centers offer digital phone, voicemail, automated attendants, recorded agent positions and automated call distribution	No limit set, negotiated at time of contract	More than 40	Yes - multiple sites. Raised floors, UPS, diesel generators, environmental controls, sprinkler systems, premise security, VESDA, pre-action fire suppression	Yes - more than 25000 PCs, 1000s of telephones, trunk lines, 800 service	Mobile recovery centers, business recovery centers, quick ship technology, voice/data communications recovery, databack backup and recovery (FLEXDATA), backup power generators, professional services.
Xand operates its own dark fiber transport between its data centers and into many of POPs. Currently support all types of SONET connections, dark fiber connections and has multi-ISP internet service solution	500+	Two 24-hour tests annually	No	Yes under separate SLA. Raised floors, UPS, diesel generators, environmental controls, sprinkler systems, premise security	Yes, 500+ PCs, 500+ telephones	Geographically diverse DR solutions include traditional, dedicated, virtual, and customized strategies. Comprehensive services include managed hosting, business continuity and the region's largest workspace recovery offering.
VISI provides Internet connectivity through multiple providers. Customers may bring in connections from their own carriers.	N/A	N/A	N/A	Yes - multiple Tier III sites. Raised floors, UPS, generators, environmental controls, biometric access, premise security, VESDA, fire suppression, premise security	Conference room facilities available.	VISI offers world-class Tier III data centers that are SSAE 16 Type II audited. Data center solutions include colocation, managed services, hosted services and cloud computing.