

Cloud Solutions for Disaster Recovery

Our cloud solutions transform the way content is stored in the cloud. Featuring highly secure data centers, encrypted in-transit connections, built-in redundancy and data replication, our cloud solutions ensure your information is only accessible to the people who need it.

Our cloud solutions can be tailored to meet the specific needs of your organization regarding compliance requirements and data availability, allowing you to support these efforts while meeting business needs.

Availability & Disaster Recovery

Availability defines what percentage of time your service is online (i.e., accessible by users). Downtime will have a negative effect on any organization, but the impact of that downtime will vary based on the type of organization and the content managed within the system.

Any hosting service needs to be both reliable and resilient. However, there is a risk of failure with any system and the speed and comprehensive ability to recover from any unexpected failure is a key aspect of a cloud solution. Our cloud solutions deliver two key elements regarding business continuity:

1. Recovery Point Objective: If the system has gone down without warning, it is inherently unexpected and a certain amount of data is likely to have been lost between the point of failure and the last backup. The recovery point objective is the amount of time that will have elapsed during which data cannot be recovered and is defined by the service class selected by the customer.

2. Recovery Time Objective: When a system experiences downtime, there is a period of time required by the relevant technical team to not only restart the systems, but also to identify and fix any lingering issues with the infrastructure – software or otherwise. The recovery objective represents the time required to restore the cloud services and is defined by the service class selected by the customer.



- Stringent compliance with ISO 27001, SOC 2 and Safe Harbor standards
- Physical and network security with multiple network layers separated by multiple firewalls
- Disaster recovery processes and delivery guarantees
- Three copy backup management spread across multiple physical locations

Data Center Infrastructure

Worldwide Data Centers: DataBank provides you with complete details of where your primary, secondary and backup data and systems are stored and operated from with a completely transparent data locale policy. As our customer, you have a designated primary location in one of Databank's data centers—typically in the data center physically closest to you (but accommodated to your preference if necessary).

Network Infrastructure and Connectivity: Our cloud solutions maintain access to the global IP backbone via dual access routers connected to multiple backbone nodes. Backend connectivity and network service facilities include asynchronous transfer mode (ATM), frame relay and circuit-switching. These capabilities provide high-speed Internet access with burstable WAN bandwidth provided as part of the service classes, ensuring your content is uploaded to the system and put to use as quickly as possible.

Private, Managed, Multi-Instance Cloud: Our cloud solutions provide an environment that delivers high-availability and high-performance ECM in the cloud. Each customer deployed to the cloud receives its own instance of the DataBank software. Each solution includes dedicated resources and areas for each customer and their data. In addition, DataBank fully manages critical daily maintenance functions of all infrastructure, hardware and software associated with the environment. This all comes together to create a unique, secure, and resilient cloud solution.

Physical & Network Security

Our cloud data centers are staffed by security personnel and covered by surveillance cameras. We limit physical access to pre-authorized staff and visitors, who are provided with access via multi-factor authentication that limits them to authorized areas only.

- Hardware is physically separated from any other hosting provided in the data center
- Hardware is physically secured using separate cages and locking cabinets
- Network infrastructure components and services such as routing, switching and bandwidth are monitored 24/7
- Certified engineers are available to resolve any issues as per the customer's chosen service class
- Automated network intrusion monitoring procedures operate 24/7

Connect with a Business Process Expert

When it comes to simplifying your business processes, the first step is connecting with one of our experts to better understand how we can help. Get started now!

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