

# Workplace Recovery

## Service Guide



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# Workplace Recovery Service Guide

Our workplace recovery (WPR) service allows you to mitigate the effect of business disruption, as the result of fire, flood, power outage or network failure. Whether your business-critical systems and data are unavailable, or your office is inaccessible, our service enables you to carry on operating business as usual with minimal impact to your service, staff and customers.

We maintain six workplace recovery sites in the north of England and central Scotland, providing fully equipped desktop, network and telephony services. We also have reciprocal agreements with trusted partners in the Midlands, London and the South that allow us to extend this coverage across the UK.

Our workplace recovery service can form a critical part of your business continuity and disaster recovery strategy and is supported by a dedicated team of professionals that can tailor the service to your specific needs, with invocation SLAs to match.



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# Customer Scenarios

There are many reasons you may need a workplace recovery service. Playing a key role on your business continuity plans, this service ensures your mission-critical systems, applications and data are always available to your staff so that you can carry on operating in the face of a disaster. While some of your systems might be cloud based, this service provides a physical location, fully equipped with connectivity, computers and telephony, for your staff to use.

Here are a few scenarios that our customers are typically faced with.



## Planning for the unexpected

Disasters always occur when they are least expected. There are a number of issues that could prevent your staff from reaching their office or the systems needed to do their jobs. These include a loss of communications, utilities or connectivity, or fire, flood or other natural disaster.

There are benefits in the increasing use of cloud and remote access services for planned business use. However, businesses still rely on a core team of staff based in a local, regional, or national office. And if that site is unavailable for short or long periods, the effectiveness of your core team will be reduced unless an alternative can be found quickly. Finding an alternative location when disaster strikes isn't a viable option, which is why you need a plan in place to cater for potential disruption.

Our workplace recovery service provides a solution to these problems through a pre-agreed location, with facilities, and a full testing regime in place to ensure that even if the worst happens, your business can concentrate on serving your customers effectively from your alternate location.

## Maintaining compliance for your customers and the market

When your organisation operates in a highly regulated market with high levels of business continuity compliance required, you need to be able to continue operating. Whether the compliance requirement comes from your own needs, or those of your customers who insist that suppliers meet their standards, the ability to fulfil your obligations becomes mandatory.

While taking on additional offices and splitting your staffing geographically may be an option, it often reduces overall effectiveness. The cost of maintaining multiple offices may not be worthwhile in the longer term.

Our workplace recovery service meets those requirements, in a compliant and cost-effective way. We operate a "shared seat" model to keep your costs low, but also ensure sufficient bandwidth for all users, and don't place any two customers located within 150 metres of each other in the same facility to ensure you will have access to your subscribed seats.

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# Key Features of Workplace Recovery

**Our workplace recovery service includes a range of complementary components, providing the following:**

## **Fully equipped workplace facilities**

Your staff need to be comfortable and have access to the right equipment and systems to carry on “business as usual”. Our workplace recovery sites include a fully equipped, ergonomic workstation with a pre-imaged desktop PC, keyboard and mouse. In addition, each WPR suite is serviced with a full reception facility, welfare facilities such as kitchens, and secure parking with dedicated entrance at most sites.

Our service also includes full DDI redirect into our telephony platform, with a VoIP handset provided on every desk.

The service also provides a segregated local area network with onward resilient telecommunications over the internet to external parties and systems. This ensures you will have access to your customers, suppliers and core IT systems.

## **Design and management services**

Our recovery specialists work with you to design the service, assist in development of invocation procedures, and agree the protocols needed in your identified scenarios. The approach is fully validated before the service begins, with our teams also providing ongoing support for periodic testing.

## **Annual testing**

A key part of the service includes making sure, in the event of an invocation, that you and your staff can get to the workplace recovery site and set up quickly and easily. In an ongoing effort to make this transition as fast and seamless as possible, we offer a testing regime for the service. This can apply to a few users, or a full customer test. Our specialists help you identify any areas for improvement and make the necessary changes to ensure the service remains fit for your purpose.

## **24/7/365 Invocation**

Our service may be invoked at any time on a 24/7/365 basis. We will respond quickly and our SLA for invocation is just four hours, ensuring that disruption to business operations is minimised as far as possible.

## **Standard and bespoke services**

In order to minimise the commercial impact of services such as WPR, we operate our service as standard on a syndicated model. This means customers “share” each reserved seat based upon geographic separation (where they are located) and a maximum subscription ratio.

Where your operations are critical, and the shared seat model not operationally viable for your business, we can tailor the solution to suit your requirements. We can also offer further customisation of the service, from dedicated telecommunications to IT equipment colocation, hosting of call centre and dedicated telephony platforms, and secure storage of multiple workstation images.

As a provider of the full spectrum of IT services we are able to enhance our core WPR offering to match your needs precisely. If there are particular requirements beyond the standard service, we are happy to discuss options.

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# Service Dependencies and/or Related Services

As part of our WPR solution several services may be related or even dependent on one another to achieve your desired outcomes. We will work with you to consider the bigger picture and look at all scenarios that will impact on your specific service.



## Customer responsibilities

Where our service is dependent on your involvement, the extent of that involvement is listed below.

What we need from you:

- Your organisation-specific desktop image
- Update your bespoke PC image at least once a year to ensure all applications are correctly licensed and are compliant with business needs
- You should agree in advance with us about any additional software that will be installed on the PC while your staff is in the workplace recovery centre
- A list of your designated directors and personnel responsible for liaising with us
- A list of your designated persons who may invoke the service
- Prior to testing, please supply a list to the WPR facility manager of all staff expected to use the facility
- Your staff will need to adhere to all reasonable instructions regarding the use of the workplace recovery centre, i.e. health and safety, fire regulations, etc. just as they would in your offices
- You should make arrangements for all software/ data and any other information to be copied or removed from the systems, to return them to normal once the testing or invocation is over
- Keep us apprised of internal staff changes which impact the master authorisation list for invocations and test arrangements or storage box access
- Test a minimum of once a year to ensure the invocation process is fit for your purpose and the designed solution is meeting your needs

# What's included in the service

This description defines what is included as part of this service.

## Initial Set-Up

As part of the standard initial set-up, we will:

- ✓ Capture and store one customer created PC image
- ✓ Provision 1 Layer 2 Network VLAN
- ✓ Provision syndicated DDI redirection telephony
- ✓ Provision basic automatic call distribution, to include:
  - 1 announcement
  - Up to 3 time conditions – for setting rules for automatic call distribution
  - 1 IVR
  - Up to 8 queues

## Workplace recovery

What we'll do as part of the service:

- ✓ Provide one test of the WPR facility and invocation process per year
- ✓ Record and respond to requested WPR customer invocations
- ✓ Store a customer-supplied desktop image within the workplace recovery centre from which it will be deployed to the workstations on WPR invocation or testing
- ✓ Store a backup of the customer supplied desktop image, replicated off-site to our secure datacentres
- ✓ Limit the number of subscribers to the facility to 20:1
- ✓ Accept no two customers at the primary workplace recovery centre whose main places of business are located within 150 metres of each other (measured in a direct line from the central point of each business's postal code address)

- ✓ Use all reasonable endeavours to accommodate you at the workplace recovery centre; where you cannot be accommodated, we will use all reasonable endeavours to make alternative facilities available
- ✓ Provide your nominated contact with appropriate documentation detailing procedures for use of the service upon execution of the agreement

## Workspace

The business continuity suite at the workplace recovery centre is provided by us for use by you in the event of a declared disaster or disruption at your premises. The suites are available for use by you on a 24/7/365 basis upon invocation, if required. Standard support is provided during the hours of 9:00–17:00 Monday to Friday, excluding UK public holidays. An agreed number of desks and seats in the selected workplace recovery centre will be reserved for your use when the serviced is invoked.

If any of our equipment or any aspect of the service at the workplace recovery centre fails during your occupation, then alternative equipment or services of the same type, quality and standard will be supplied by us within two hours of the failure.

It is your responsibility to keep your desktop image up to date and supply us with a refreshed copy as required.

## Networking and telephony

What we will provide:

- ✓ 1Gbps LAN network connection for each workstation
- ✓ 10 Mbps bandwidth for each contract as standard; additional bandwidth can be provisioned at additional cost
- ✓ VoIP telephones, with functionality to accommodate non-geographic number (NGN) redirection to direct dial in (DDI), with basic automatic call distributor (ACD) functionality

## Services

What we will provide:

- ✓ One test day per annum for business continuity rehearsal tests
- ✓ Four-hour SLA on invocation
- ✓ Seats sold at no more than a 20:1 contention ratio; based on geographical spread to ensure no customer shares a seat with another contracted customer within a set exclusion zone
- ✓ 150m exclusion zone as standard; extended exclusion zones can be provided at additional cost



## Service delivery

Our workplace recovery solutions are provided from our six workplace recovery centres (WRC) in the north of England and central Scotland. Seating layout design within the WRC is discussed and agreed with

you and documented as part of the initial commissioning and subsequent testing lifecycle. This seating plan is then used at time of test (ATOT) and becomes the seating plan used at time of disaster (ATOD).

Visit us at [pulsant.com](https://pulsant.com) or call 0345 119 9911

