



# Case Study: Business Continuity (Disaster Recovery)

(Document No. 0501315)

## Solutions For Advanced IT Services

**Altius Information Technologies, Inc.**  
Dedicated to the advancement of IT services  
1506 Brookhollow Drive, Suite 122  
Santa Ana, CA 92705  
(714) 442-6670  
[www.AltiusIT.com](http://www.AltiusIT.com)

### ROI Considerations

IT benefits and return on investment calculations are often hard to quantify. When you consider employee productivity, your image and reputation, customer service levels, and your competitive edge, IT becomes a necessity. Altius IT's **Manage IT suite** of advanced networking and security services increases system availability and the return on your investment. Our Manage IT service:

- **Provides peace of mind** by ensuring your network availability.
- **Enhances your image and reputation** by keeping you in contact with your business associates.
- **Improves your competitive position** by helping you compete effectively in the market place and ensuring system availability.
- **Increases your levels of customer service** by keeping you in contact with those you serve.

### Our Promise – 5 Star Advanced Service

We will always provide you with **advanced** service. This means:

- Our experts are committed to your success
- We know you and your staff by name
- We go above and beyond the call of duty
- We don't charge extra for fast response
- We never charge you for unneeded items
- We get more out of systems
- We customize our suites of services to your specific needs

### Get Started On Advanced Networking

Call us today to take advantage of our advanced networking services (714) 442-6670.

### Case Study: Business Continuity

A large municipality has no formal business continuity plan or procedures.

#### Client Situation

A large municipality had no formal Information Technology disaster recovery plan or procedures. Minimal operations documentation existed. The city needed a plan to formalize recovery procedures for its automated systems.

#### Altius IT Solution

Altius IT used our ten-step business continuity process (see Document Number 0503200) to review, analyze, and document the criticality of systems, procedures and departments. Altius IT worked with municipality departments in creating a business continuity plan as we prepared the staff and participated in out of state business continuity testing at a disaster recovery hot site.

Altius IT documented operations procedures for both day-to-day and disaster scenarios. Systems can now be operated by back up staff members in the event primary team members are unavailable.

#### Client Benefit

The municipality has enhanced protection of its information assets through an up-to-date disaster recovery plan. The plan is tested and enhanced on a regular basis thus ensuring accuracy of the plan.

### We Help Businesses Succeed

Altius IT provides your organization with an exceptional five star level of service. Coupled with our in-depth experience, we ensure that your business receives enhanced services and increased performance.

As a leading information technology (IT) resource, our track record of helping businesses succeed is featured on *MSNBC* and in over 40 publications including *The Wall Street Journal*, *Business Week*, *the Los Angeles Times*, and *USA Today*.