

Disaster Recovery Services

**Solutions
tailored to meet
your specific needs.**



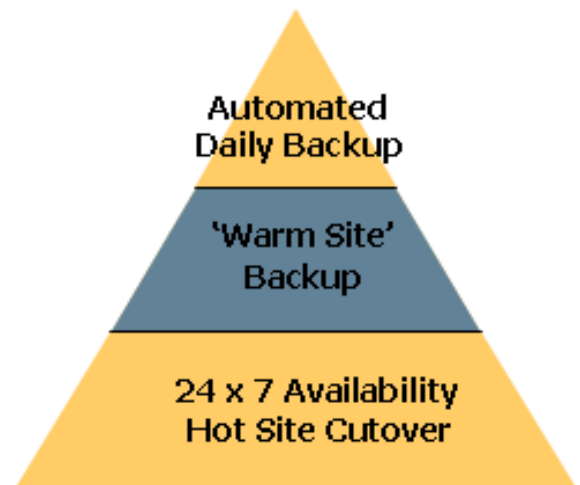
SUMMARY

For most manufacturers today, information systems are as critical to effective operations as any production equipment on the shop floor. Customers send EDI orders around the clock, and expect order confirmations and ASN's in real time. Shipping lead times are measured in days, so production and material plans must be constantly adjusted and inventory replenished to meet those customer requirements. Customers may require electronic invoicing to initiate the payment cycle.

In addition, legislation like Sarbannes-Oxley identifies protection of corporate assets including data as the responsibility of officers of public corporations.

If you unplugged your information systems today, how long could you operate without significantly reducing the level of support you give your customers and reducing the efficiency levels of your business?

CISTECH offers a broad variety of Business Continuity and System Availability services designed to give you the protection you require for your business. From 7 x 24 x 365 high availability solutions to automated nightly backups, we can help you assure the backup plan you need in the most cost effective manner possible.



- 1) Automated Daily Backup: \$320/month
 - Ensures you have a **valid daily and weekly backup** of corporate data
- 2) 'Warm Site' Backup: \$700-\$1,500/month
 - Allows recovery in **less than 24 hours** from computer or facility disasters
- 3) 24 x 7 Availability: \$3,000-\$5,000/month
 - Provides real time system cutover in case of failure, eliminates downtime window caused by nightly backup, provides recovery in **less than 2 hours** from computer or facility disasters

BENEFITS

By selecting CISTECH as the provider of your AS/400 Business Continuity Services, you are able to achieve the following benefits:

- Ensure daily protection of critical corporate data
- Reduce System Downtime caused by ‘disasters’. The warm site backup and a tested business continuity plan reduces the time required to restore the transaction processing capability you need to operate your business. By minimizing down time you will help maintain customer satisfaction and ensure business continuation.
- Provide 24 x 7 x 365 system availability using the High Availability solution. Using a hot site backup, you can eliminate downtime required for nightly backups, and recover from system failure in minutes.
- Unique VPN access to the warm site or high availability system allows business processing via internet connection in case of total facilities or network loss.
- Reduce the cost of providing Business Continuity Services compared to other offerings.

CISTECH QUALIFICATIONS

With extensive knowledge of MAPICS, AS/400, and networks, CISTECH is uniquely qualified to deliver Business Recovery and System Availability services. We currently deliver IS support services to MAPICS customers throughout the United States, Mexico, and Europe. These services include complete system hosting, high availability, “warm site” recovery, remote system support, and user help desk support.

CISTECH’s Technical Consulting Group includes an extensive staff of IS Professionals with technical, software implementation and support experience with an average tenure of ten or more years.

The team includes professionals dedicated to network support and implementation, XA application support and development, help desk personnel dedicated to servicing clients on a 7/24/365 basis, and certified IBM iSeries personnel responsible for hardware and software upgrades.

The CISTECH data center includes backup communications facilities, battery backup systems, and a natural gas powered electric generator in case of power outages.

NIGHTLY SYSTEM AND DATA BACKUP

Ensure daily backup of your system data

The most basic level of system and data protection is achieved with an effective daily backup strategy. Because a MAPICS backup requires full 'housekeeping' of system batches and a dedicated environment, operators are typically required to initiate backup when system requirements are minimal, like at night. However, as system availability demands increase it is becoming more difficult for operators to find time to perform these tasks.

CISTECH's iSeries Operator, an Infor Certified Partner Product, enables you to achieve a successful daily MAPICS backup. It automates tasks needed to prepare for a backup, then initiates that backup. iSeries Operator cleans up used batches, finishes closed and suspended batches, and ensures users are logged off the system. It will also stop journaling to prepare for backup, and restart it upon completion.

In addition to backup activities, iSeries Operator increases the efficiency of your staff by automating much of your system maintenance and the initiation of daily jobs. You are able to automate database reorgs, print queue cleanup, daily jobs like MRP, daily or weekly reports, and even start or stop third party applications.

CISTECH's iSeries Operator provides configuration screens for defining daily and weekly jobs according to your specific needs. Not only does it simplify and automate the backup process of your MAPICS components and data, it also significantly reduces the daily task list that your operators must perform:

- Configure daily jobs for each environment
- End and start journaling
- Option to continue backup with active batches
- Backs up with suspended batches
- Finish IM & AR closed and suspended batches
- Clean up used batches
- Run Inventory Audit reports
- Customize day-end procedures
- Restrict user access during backup
- Configure spooled file cleanup for chosen output queues
- Run Day-End and custom reports and updates
- Configure multiple MRP Planning runs with correct horizon dates
- End and start third-party applications
- Run the MAPICS file reorganization program

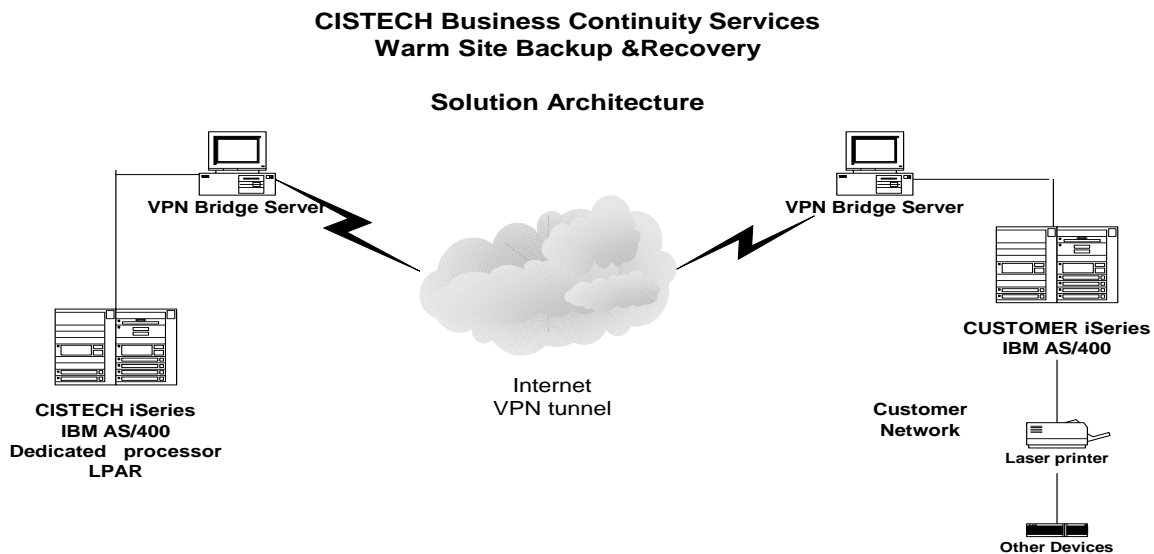
WARM SITE RECOVERY SOLUTION

Recover from a disaster or catastrophic failure in less than 24 hours

To meet your Business Continuity requirements, CISTECH will provide a 'warm site' MAPICS environment located on an AS/400 in our Matthews, NC data center. Should a disaster occur, CISTECH will host the MAPICS and related AS/400 applications, with access this system via Internet connection.

As part of this Business Continuity Solution, CISTECH will help test and document an effective disaster recovery plan.

CISTECH will help connect your network to the warm site using Internet connection. The following diagram represents the WAN communication through the bridge.



System performance and reliability will depend in large part upon network speeds and Internet connection. A T1 line will provide the greatest performance.

As part of the implementation process, CISTECH will load your MAPICS environment onto the warm site environment, and test connectivity to your users to ensure the solution meets your performance requirements.

When notified of a disaster, CISTECH will restore your operating environment to the backup AS/400. You ship the most recent backup to CISTECH via courier, and that backup data will be restored to your environment.

Communications links will be established between your existing communications network and the CISTECH data center via Internet connection. Should your communications network fail, users can log on via the VPN from any location with Internet access, for example their home.

The goal for this approach is that your MAPICS and associated AS/400 applications be available to your users within 24 hours.

The warm-site system will support plant operations until a replacement AS/400 is delivered by IBM. At that time, CISTECH will send current data via courier to for rebuilding a production environment.

Included in the cost of this Business Continuity Solution is an annual test to ensure the effectiveness of your Disaster Plan.

HIGH AVAILABILITY SOLUTION

24 x 7 system availability

The CISTECH High Availability solution allows manufacturers the highest degree of system availability on a daily basis, as well as immediate recovery from a system failure. With this solution you can achieve 24 x 7 x 365 availability of your AS/400 based applications.

The CISTECH Hot Site solution utilizes a duplicate AS/400 environment in the CISTECH data center to maintain a copy of your production machine. This backup environment is defined to your communications network so users have access to both machines. Using iTera software, every transaction on the primary machine is logged to the backup via a communications connection.

All system management functions can be performed on the backup machine, including nightly backup, PTF and system upgrade testing. In the event of a system failure, users are switched to the backup machine within minutes. In case of failure of your network or computer room facilities, users could log into the system from any internet connection via a VPN.

Components of the High Availability Solution include:

1. iTera Software

iTera is an industry leader in high availability solutions. Their architecture allows efficient transaction logging across communication networks, while ensuring the host and backup system remain synchronized. For example, if the communications link is interrupted iTera logs transactions until communications are reinstated, then updates the system appropriately. iTera software is installed on the production and backup machine

2. Backup AS/400

CISTECH will manage the backup AS/400 environment, located in the Matthews, NC datacenter. CISTECH will help you determine the appropriate CPU, memory, and disk capacity required. Depending on your preferences we lease capacity on a large AS/400 using LPAR, provide a dedicated server, or manage a server owned by you.

For an additional charge, CISTECH will perform nightly backups from the backup machine, which eliminates the nightly backup window and provides 24 hour availability for the production machine.

3. Communication bandwidth

CISTECH will help determine bandwidth requirements, both to support transaction logging as well as to enable access by users to the backup machine.

CISTECH will also review requirements for backup communications in case of network failure or physical disaster affecting the plant location. By establishing a backup VPN, users could log onto the system via any internet connected PC.

4. Implementation and management

CISTECH will install, configure, and manage the High Availability Solution. No significant training or ongoing maintenance is required by the user.