

## How did Bsys GmbH prepare for disaster recovery?



This concise case study presents you how *IDR (Integrative Disaster Recovery)* has been successfully introduced as a software solution by SWE Digital GmbH to support the management of its IT system failures, and enable the **analysis, planning and development** of all **disaster recovery processes**.

## Client

SWE Digital GmbH (at the time named Bsys Mitteldeutsche Beratungs- und Systemhaus GmbH) is a 100% IT subsidiary of the public transportation and energy provider Erfurt Group. Besides offering IT services to other small and medium-sized companies throughout Germany, SWE Digital provides vital IT support to 15 companies within the Erfurt Group and other companies active in the transportation and energy sector by implementing innovative and tailored software and hardware solutions.

## Challenge

Time is money! As for many Businesses, the industry of public transportation and energy is very time-sensitive and any incident delaying, interrupting or fatally compromising the delivery of the company's products or services represent a cost they need to avoid. When it comes to public transportation, the SWE Digital teams must deliver reliable and stable functioning IT supporting systems, both for the good of the company and the safety of passengers and workers. When a sudden breakdown occurs, it is crucial to be ready and react to reestablishing the proper functioning of the IT infrastructure as quickly as possible and ensure business continuity.

## Solution

Dr. Thomas Wachsmuth, managing director of SWE Digital GmbH stated:

*"the software "IDR Manager" is part of the SVA concept and allowed us the creation of a structured, easy to use and user-friendly DR manual which is open to modification and effective maintenance.*

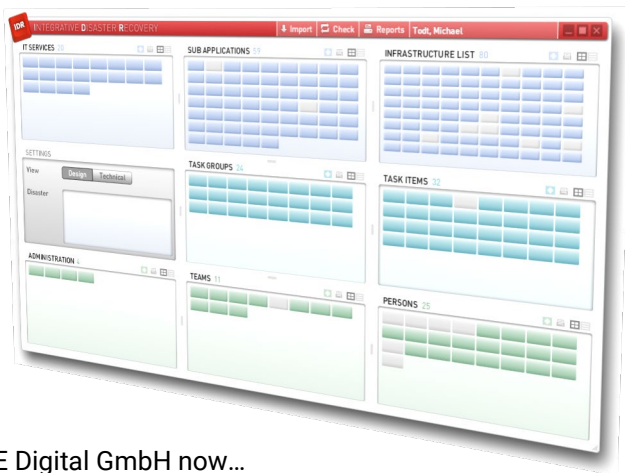
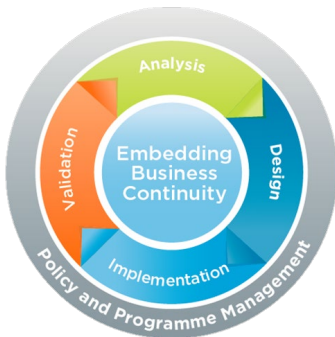
By introducing the IDR software solution and its initial partner support, SWE Digital checked its emergency readiness and disaster recovery capabilities and is now able to optimize and train DR processes.

### How?

The IDR process begins with the definition of **Recovery Point Objectives (RPO)** and **Recovery Time Objectives (RTO)** for each application to provide a single view report which further develops other DR activities.

On the one hand, the **IDR Assessment Report** provides the analysis results and recommendations for optimizing or developing the disaster recovery plan and related processes.

On the other hand, the **IDR Disaster Simulation feature** displays step by step technical recovery processes, and the required training of the DR teams, together with the management and the development of the corresponding organizational structures. The goal is to improve problem-solving skills when it comes to the recovery process.



## Follow up

With IDR, SWE Digital GmbH now...

- has **minimized** the **potential risks** of data loss
- has **improved change management** practices thanks to an easy adaptable DR run book
- easily plans **effective investment in the DR process**
- provides a **quick and detailed guide** to new employees about the DR internal protocol
- has confidence in a more **efficient** and **effective action response of the DR teams at time of recovery**
- relies on a **lower error rate** and **less time lost** in the recovery process

*With the implementation of a comprehensive disaster recovery solution, SWE Digital GmbH is now realigning itself according to future challenges.*