Operating System, Data and Application Restoration

*Ensures restoration of the operating system **and** data to where they were before hardware failure*

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An Affiliate of **ISSI**

Overview

Operating System, Data and Application Restoration ensures that operations will be restored to where they were at the time of the last successful back-up before a hardware failure.

Features and Benefits

• Faster return to full operation
• Controlled costs
• Coordination between hardware and software support organization
• A field engineer will restore the operating system and data to where they were at the time of the last successful back-up prior to hardware failure.
• Includes initialization of hard disks, reinstallation of operating system, and restoration of backed-up data.
• Operating System, Data and Applications Restoration maintains the status quo of a properly installed system.

Eligibility

• Operating System, Data and Applications Restoration is available in conjunction with a Maintenance Agreement.
• You must have followed an approved back-up procedure, and maintained the operating system at a current revision level.
• The hardware configuration must include an appropriate back-up medium.
• There must also be a key operator who has been trained in system administration fundamentals.
• We require access to equipment, software media, back-up media, manuals, passwords, equipment keys, and other essential material.

Pricing

Pricing depends on the operating system, the capacity of the hard drives, and the applications and database.

Limitations

Does not cover:
• data that was not backed-up;
• back-up procedures, applications packages, operating systems upgrades, reconfiguration or enhancement of operating systems except as required to recover from a catastrophic hardware or software failure;
• hardware not covered by a Maintenance Agreement.

Does not alter the principal period of maintenance. Off Hours and Overtime policies apply as appropriate ◆