



PREPARE FOR THE UNIMAGINABLE

CityView Business Continuity & Disaster Recovery Services



Microsoft Azure Backup

CityView understands the importance of business continuity and that sometimes, normal business gets disrupted. Malware and ransomware attacks can really derail otherwise smooth operations. Natural disasters such as hurricanes, tornadoes, earthquakes tsunamis, fires and floods can also threaten your systems and routines. We

don't want our customers to be disrupted so we offer CityView's business continuity and disaster recovery services, which includes a periodic off-site backup of your CityView system.

Regain quick & secure access to your data

In the event of a disaster, we will restore your CityView system in a hosted environment **within two business days** of being notified that your systems are down. This restored version will be taken from the last clean archive. Your users will be able to log into the hosted environment and conduct business as usual, less any integrations (e.g. Active Directory and GIS) that may be unavailable due to the state of your network or other technical considerations.

Restore integrations

If desired, CityView will work with you to restore the functionality of the integrations in the hosted environment, once you verify that these systems are back online and functioning properly. This hosted service will be provided for up to 60 days. Once you are ready, we will restore your CityView system to your local domain.

Minimize the effects of unforeseen events

CityView will help you minimize the effects of unforeseen events. We want you to be able to resume your business processes as quickly as possible and for your local development projects to stay on track. **Ready to get started?** Email us at CityViewSales@harriscomputer.com.

Microsoft Azure Backup service

Our business continuity and disaster recovery services are made possible by Microsoft Azure Backup service.

We only require that you run the Azure Backup Agent on your database and file system to allow the periodic archives to upload to Azure.

The database contains all your CityView configuration, all your data and your digital documents, provided you do not use a separate document management system. The restore will return all these elements once your own infrastructure is ready.

