CONTINUITY SOFTWARE

3 keys to effective service availability management

Visibility.

Proactivity.

Collaboration.

Visibility

Managing service availability without visibility into downtime and data loss risks is like flying at night without instruments.

Given the complexity and dynamic nature of enterprise IT environments, the only practical way to gain visibility into such risks is through **automated risk discovery** that constantly scans the entire IT landscape for downtime and data-loss threats.

To monitor these risks, you need a service availability dashboard that not only shows the underlying issues, but also clearly points out the potential business impact.

With this information at hand, relevant IT teams have an **up-to-date view of the organization's readiness state**. They can pinpoint areas of risk and focus their attention and resources on fixing these issues *before* they impair business operation.

"We are able to identify the possible risks in our current DR/HA strategy, making it easier for us to anticipate them and establish proactive measures prior to contingency tests and simulations."

*Antonio Castillo, Manager, DR/HA Europe, **BBVA***

Service Availability Dashboard showing risk levels for each business entity

Proactivity

In a highly complex and dynamic IT environment, configuration errors are inevitable.

The real question is how quickly you can identify hidden errors and correct them.

If you wait for issues to become evident, the risk of downtime and data loss keeps growing every day. By the time the issue is uncovered, it may be just too late.

With daily monitoring of your entire IT infrastructure configuration, you can proactively address issues before they cause downtime and data loss, minimizing the risk to your business.
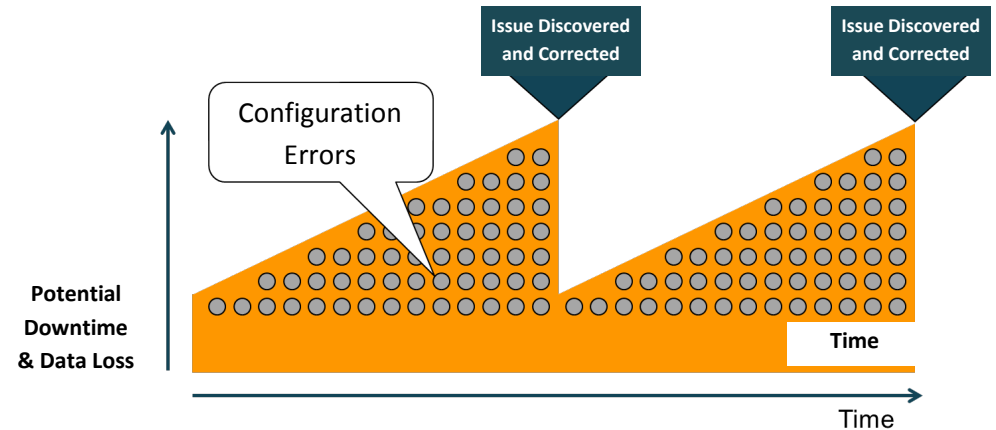
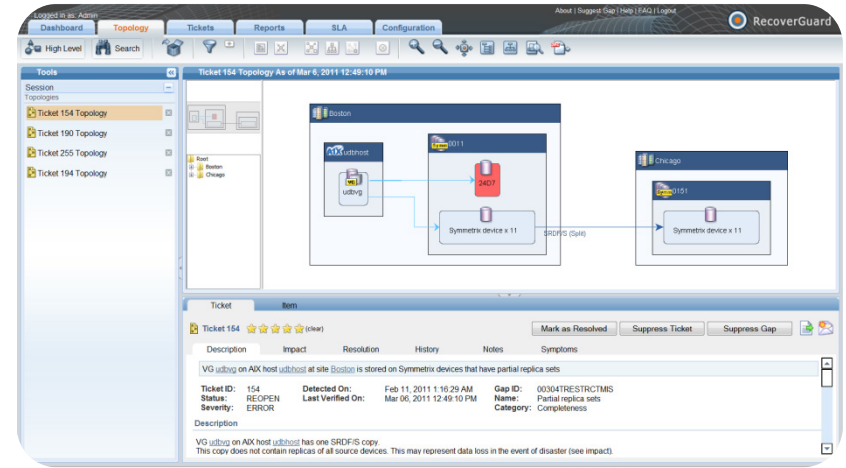*Downtime and data loss risks accumulation over time*
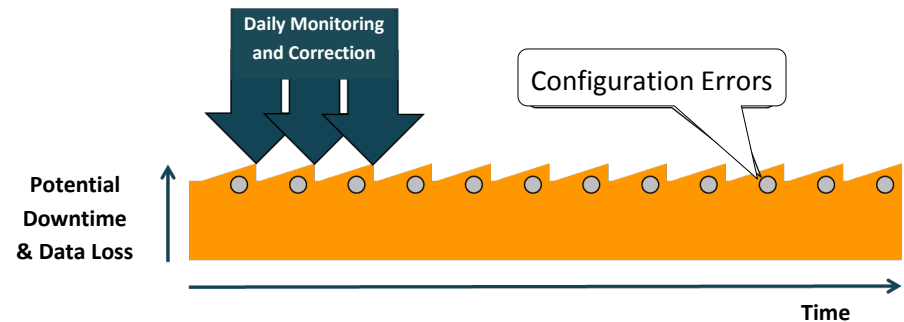
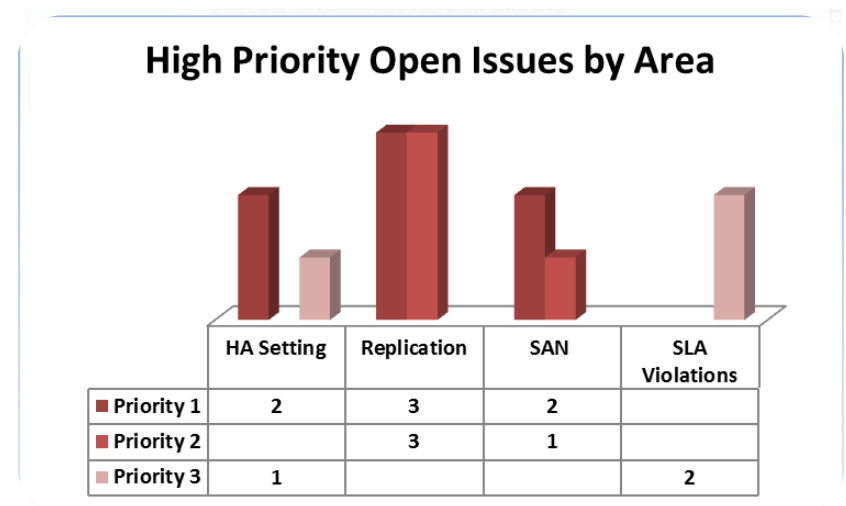*Downtime and data loss risks with daily monitoring*

Collaboration

Consistent compliance with service availability goals requires tight collaboration and coordination among various IT teams. **Effective collaboration can only be achieved when all parties involved are able to share information** in real-time.

Cross-team access to up-to-date actionable information about risks—including the ability to drill down into the symptoms, root causes, and potential business impact—allows for much more effective collaboration. Integration with existing enterprise systems—email, portals, and incident management systems—further streamlines accessibility and collaboration.

Finally, a set of automated management reports that include the most current statistics and measurements allows business owners and stakeholders to keep track of the organization's state of readiness day in and day out.

Tickets generated for each risk detected enable tracking and collaboration

High Priority Open Issues by Area

	HA Setting	Replication	SAN	SLA Violations
Priority 1	2	3	2	
Priority 2		3	1	
Priority 3	1			2

Management reports based on automated risk detection

About Continuity Software

Continuity Software is a leading provider of Service Availability Management solutions.

The AvailabilityGuard software helps many of the world's largest organizations mitigate downtime and data loss risks by monitoring production and remote replication environments to detect hidden vulnerabilities and gaps.

With AvailabilityGuard, you will be confident your service availability and data protection goals can be met on a consistent basis.

For more information

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