

## **HCL Comnet extends its Managed Services portfolio to include Managed Disaster Recovery Services**

*Guarantees a zero shift downtime and near zero data loss to current customers in an event of business disruption*

*Launches a Disaster Recovery Centre in Chennai*

*Investments in Managed Services now exceed 50 Crores*

### **Chennai, December 5, 2002**

In line with its managed services initiative, HCL Comnet, India's leading IT infrastructure Services Management Company, today unveiled its Managed Disaster Recovery Services for its customers. The service entails a comprehensive step-by-step recovery strategy in case of a business eventuality while guaranteeing a zero shift downtime and near zero data loss to customers. The new initiative will provide a continuum of proactive network-centric solutions to ensure **Availability, Security and Recovery** of customers' IT infrastructures and mission-critical applications. HCL Comnet has made extensive investment to support this initiative including a 500 seater Disaster Recovery Center (DRC) in Chennai and a dedicated 12-member expert Incidence Response Team.

HCL Comnet currently monitors and manages infrastructure for over 72 clients and 7200 devices through its ISO 9002 and ITIL (IT Infrastructure Library) process certified Operations Management Centre (OMC) located at NOIDA. The new Disaster Recovery Centre at Chennai will act as a effective back up for this existing infrastructure. Being the only metro in the country that lies in the seismic zone 2 (one of the most earthquake resistant zones in India), Chennai the ideal location to host a disaster recovery center. (See enclosed map)

Building on years of experience in protecting, managing and maintaining some of the world's largest infrastructures, including its own, HCL Comnet's Managed Disaster Recovery Services have been designed to encompass **Consulting Services**, such as risk assessment, **Recovery services** for networks, security, applications, databases and the Internet and **Managed Infrastructure Services** that ensure near-zero data loss and near-100 percent availability of data and applications.

Commenting on the launch of the company's business continuity initiative, Vineet Nayar, CEO, HCL Comnet said, "Networks, security, systems and databases have become of critical importance to corporations today and their unavailability even for a minute can cause immeasurable losses worth millions. With responsibility of over 72 such critical infrastructures, HCL Comnet views the additional investment towards Business Continuity to guarantee 99.999% availability of infrastructures to our customers, even during unforeseen events as an inevitable step."

Over the years, business continuity has evolved from a discretionary expense to a strategic investment. With businesses expanding their reach, companies desire 100% IT operations availability, always. Business continuity planning involves issue audits for all possible business disruptions that could range from major events like natural disasters to downtime due to traffic congestion.

Mr. Nayar further added, "Traditional disaster planning is insufficient as it does not incorporate all business continuity factors. Today, there is not only heightened awareness but also the need for companies to embrace an end-to-end Business Continuity Programme, which incorporates risk assessment, contingency planning, and the actual disaster recovery process. HCL Comnet has always aimed at complete customer satisfaction, and with the new Centre in Chennai, we will ensure IT systems availability even in times of crisis."

**The Managed Disaster Recovery Services include:**

- ⇒ Hosting services that ensure the highest levels of performance and reliability of mission-critical applications and infrastructure hosted at Comnet's Operations Management Centre;
- ⇒ Security services, including intrusion detection, firewall and token authentication; and
- ⇒ Business Continuity Professional Services that help identify and prioritize critical business operational processes, and validate the current capability to keep these processes up and running in the event of a business disruption.

**Benefits of Managed Disaster Recovery Services**

1. Minimizes financial loss in face of any business disruption or natural disaster
2. Reduces time required to restore operations
3. Increases sense of security and reduces level of fear among personnel, suppliers, investors, and customers

**About HCL Comnet**

A 100% subsidiary of HCL technologies, HCL Comnet is India's leading IT infrastructure management company. A focused player in the IT services arena, HCL Comnet seeks to provide simplified infrastructure solutions through delivering high-performance management services for complex, distributed infrastructure environments encompassing the Internet, Client and legacy based infrastructures.

HCL Comnet addresses the growing demand for the cost-effective management of technology infrastructure across geographically dispersed locations. With a mission to develop innovative solutions for enterprises worldwide, the company has developed a unique model for Remote IT infrastructure management that enables customer organizations to achieve superior infrastructure performance and significantly reduced costs.

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