

FACT SHEET

Work Area Recovery

Secure, fully-equipped offices for your staff – anytime

As organisations evolve and adapt to modern challenges, the subsequent changes impact not only normal business activities but the way the business needs to react to any incident. Just like IT, your people need to be considered as part of your business continuity plan, which is where our next generation of work area recovery services come in. We underpin the essential requirement for always-on infrastructure, re-inventing traditional work area services to proactively address new risks and meet increased customer expectations for agility.

Work area recovery (WAR) overview

Our traditional work area recovery solutions provide replacement office facilities within 1-4 hours, if your primary workplace is not available following an incident – generally by the time staff arrive, their environment is ready and waiting.

Working from home and mobile workforces was at one time considered an alternative to work area recovery services, but this has proved to be ineffective for a number of reasons. For one thing, increased security risks have given IT teams a headache and regulators more work to do, but critically, in the event of a cyber breach, all employees, regardless of their location, will have a sudden requirement to access clean, uninfected business systems – making work area recovery an appealing option while remediation on primary systems is carried out.

Contamination can also extend to employee's devices and in particular laptops which may carry malware or dormant threats.

Our WAR services provide clean environments, including the provision of clean desktop or laptop devices for your staff. We can enhance this with our own in-house virtual WAR which can deliver Desktop as a Service (DaaS) using the laptop or desktop as a window into your clean restored IT systems.

All our WAR provision comes equipped with the latest security solutions built in so whether your users come to one of our recovery centres, work remotely at home or hybrid, you know the access is protected and secure.

Cyber incidents are never straightforward to recover from. In our experience the forensic checks can take days/weeks sometimes months to find the infiltration and plug the gaps.

Having a clean WAR location gives your users access to your recovery environment and also a clean secure network connection to your forensically cleansed and isolated IT systems as they become available.

This delivers a complete end-to-end 'user to application' solution, putting your business back into service as soon as is possible to do so.

Added value

To ensure you get value from your Business Continuity investment, we help you to cope with peaks in demand, project work and training by making workplace facilities available even when there's no disaster.

What can WAR deliver?

- Your staff will be up and running within four hours.
- A network of nine ISO 27001 resilient Business Continuity Centres and over 3,500 individual, fully equipped desk positions within an hour's reach of the UK's major commercial hubs, with supporting datacentre infrastructure and connectivity.
- A virtual work area recovery service, desktop and telephony functionality from your home computer and smart devices, all fully integrated with our continuity centre technology.

What else?

For those using third party or cloud hosted telephony solutions for their contact centres, our WAR facilities can be an essential recovery option should those services be compromised.

Specialist, complex contact centre environments and financial market trading facilities are catered for, so that your staff and the customers that call them achieve, a 'business as usual' experience.

We manage exclusion zones and syndication ratios to minimise risk associated with shared services and we provide dedicated services for complete peace of mind.

All workplace services integrate with our data protection and recovery services, and work in tandem with our operational resilience consulting services for greater resilience and support.



Our work area recovery services include the following as standard:

- Virtual Desktop as an option if required, on-demand
- Sub one hour deployment of customer PC image to contracted seat count prior to arrival
- Options for integrated home working via cloud-based virtual hosted desktop and contact centre technology
- Internet and carrier neutral communication links up to 10gb
- Pre-bookable usage of your workplace facilities for planned and unplanned events
- Annual fully supported IT and user testing
- On-demand network connectivity to anywhere world-wide

Business drivers and demands for work area recovery:

The pace of change is not slowing down, and needs are ever changing, that's why our 'always-on infrastructure' approach helps organisations like you to transform and thrive.

- A digital business needs to be available to customers, 24/7 – emergency services and utilities cannot afford telephony to be unavailable to their customers.
- Availability and responsiveness of customer facing services define the digital experience
- Consumers have a wide choice of global suppliers at their fingertips and can change quickly
- Social media provides immediate and uncensored outlets for customer concerns and dissatisfaction
- Confidence to deliver highly available goods and services through reliable technology and customer contact centres, manned 24/7, becomes critical to success
- Local alternative workplaces including secure home-office, pre-equipped and familiar, are a requirement for peak times, not just in a disaster scenario
- The need to cater for increasingly extreme weather events requires a secure integrated home working solution
- Peak trading periods can demand support capability many times more than the norm – flex in and out
- The digital business needs to evidence SLAs and the ability to meet regulatory compliance and satisfy internal and external stakeholders

Next steps

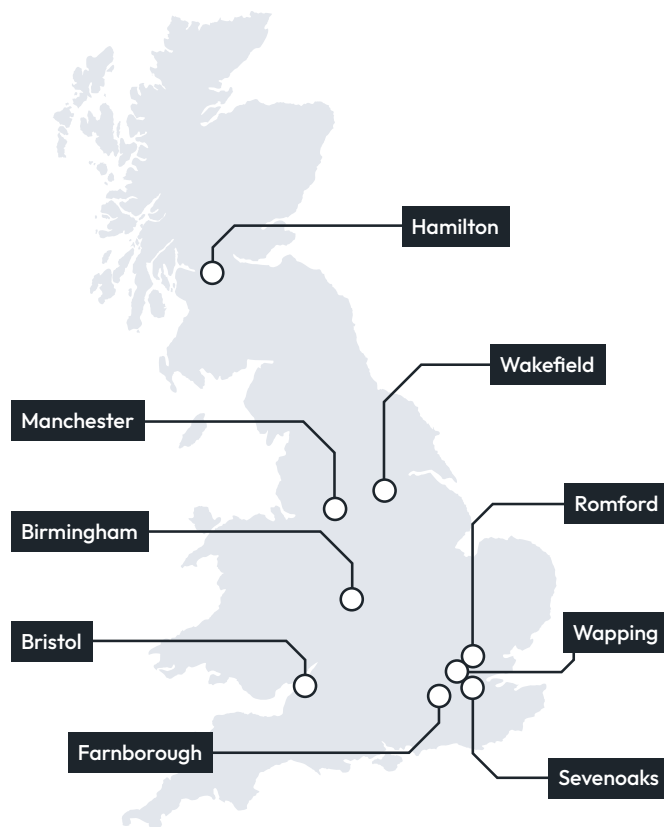
Whether you're new to Business Continuity or you're tied into a legacy contract with another provider, Wavenet can help you on your journey resilience with our industry-leading services.

Our core services

Our technology expertise as a trusted managed service and security provider, means we can help with your resilience, end-to-end:



Wavenet business continuity centres



Let's talk **0344 863 3000**