



Superna Managed DR Services

Service Datasheet

Failover your data with confidence knowing Superna Subject Matter Expert is there to answer your questions and assist

Professional Services for Managed Failover

Downtime

A failover business continuity test requires business down time and this needs to be minimized to reduce the cost to the business. Various industries have higher costs for downtime with healthcare, finance and others with very high costs for downtime.

“Saving minutes or hours has a direct impact on the bottom line. Superna managed failovers and

save you both time and money”

DR Planning

Failovers require planning and coordination with key stakeholders and application owners. This process includes multiple teams and execution issues fast, accurate resolution or plan B. This only comes with experience and having seen the issue before. **This is why Superna eyeglass + professional services can reduce risk, resolution time, and accelerate a failover event.**

Overview

Good, better, best solutions are commonly used to simplify decision



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making of purchasing a solution.

Superna services offer good , better and best options to allow customer choice based on their business needs and level of knowledge to plan and execute a failover solution.

	Eyeglass DR + Free Training labs	Managed Failover Bronze	Managed Failover Gold
Good	X		
Better		X	
Best			X

Good

Eyeglass DR edition automates failover and is often assisted with Superna [DR design professional services](#), these

services assisted with DR design but not execution or planning failovers. Superna offers free [hands-on training labs](#) and [courses](#) to provide all the training and hands on knowledge to gain expertise to failover with confidence.

Better

Managed Failover Bronze level

offering is designed to assist with planning and execution of a failover and fallback event by utilizing real-time failover log streaming to support integrated chat to allow continuous dedicated support engineer to manage your failover and monitor progress at the same time.

This solution includes:

1. pre-failover interview on business need
2. pre-failover planning document



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3. pre-failover health check
4. day of failover monitoring in real-time through the failover event
5. Dedicated support engineer
6. support of key tasks like DNS validation, data access testing debugging
7. Failback readiness
8. Failback execution

monitor manage eyeglass during the failover

3. Post Mortem Failover call to review process and how the event can be streamlined and managed better for the next event.

Best

Managed Failover Gold level offers a premium service with zoom or webex calls to manage the failover. This solution offers the same as the bronze offering in addition to the following.

1. All steps & resolutions will have trouble shooting assistance (hands off but live input on what needs to be done)
2. Eyeglass hands on engineer to

[All Managed Failover services require a signed SOW.](#)

Visit the services page at [Failover Managed Services](#)

Contact us at sales@superna.net for quoting.