



Product Data Sheet

JSite – Managed Disaster Recovery Service

JSite is a secure, fully managed disaster recovery service created by JJWild to meet the unique needs of MEDITECH MAGIC and Client/Server customers.

Product Highlights:

- Recovery target of within 12 hours – either from the time of declaration or the point at which we receive your backup tapes
- State-of-the art, new, MEDITECH-certified infrastructure including DAS and SAN storage and DLT, SDLT, AIT, and LTO tape hardware
- Option to vault your tapes at JSite for instant access and data protection or send when needed – the choice is yours
- Basic operations support during recovery included, with the option for your IT staff to participate
- Subscription costs that *include* all applicable MEDITECH disaster recovery site Operating System licensing fees
- Complete facility fault tolerance, including N+1 or N+2 power, cooling, telecommunications, and early fire detection
- The only fully managed disaster recovery service offered by a trusted MEDITECH partner with extensive experience in MEDITECH restoration
- Roadmap to include MEDITECH-specific technologies, like real-time SAN mirroring and Integrated Disaster Recovery
- Our Disaster Recovery Support Services team to help restore services at your facility
- Scheduled annual testing included

Real MEDITECH Systems, Ready When You Need Them

JSite doesn't utilize cast-off servers or second-hand equipment hastily assembled in response to an emergency. Rather, JSite incorporates brand new, state-of-the-art servers, SAN storage, backup software solutions, and tape technology dedicated to the recovery needs of our MEDITECH customers. These systems, which will be kept current with an aggressive technology refresh program, are racked, stacked, configured, and ready to spin up your databases if your core MEDITECH systems are unavailable for an extended period for any reason.

Rock Solid Facilities

JSite is located in a secure "Internet Crossroads" building outside of Boston and near the Canton, MA corporate headquarters of JJWild and MEDITECH. Our recovery space is managed 7x24 by live staff and housed in the most robust and fault-tolerant facility of its kind in the Greater Boston Area. N+1 or N+2 redundant power, telecommunications, and cooling, early detection fire monitoring, and fire suppression systems blanket the JSite recovery systems. Redundant diesel emergency generators are supplied with fuel from multiple tanks deep beneath the parking lot, and auxiliary water tanks provide backup hydration for the cooling system. For a facilities photo tour, go to http://www.jjwild.com/pdf/jsite/site_facilities_tour.pdf.

Preparing to Use JSite

JSite prerequisites are modest. Potential JSite customers need to be running MEDITECH on any MEDITECH-certified server platform (Dell, HP/Compaq, or IBM). Your system may use either MEDITECH-certified Direct-Attached Storage (DAS) or Storage Area Network (SAN) technology from Dell, EMC, HP, or IBM. Backup tapes may be either DLT, ADLT, AIT, or LTO tapes created by direct MEDITECH backup, MEDITECH-approved enterprise backup, or MEDITECH Integrated Serverless Backup (ISB) using BridgeHead HyperTape™ or EMC (formerly Legato) NetWorker® software.

Access to JSite for recovery is normally accomplished through Internet VPN Technology with bandwidth adequate to service hundreds of simultaneous users included in the basic service fee. The primary means of system access is via JJWild and MEDITECH's secure site-to-site VPN connectivity service, subscription to which is a prerequisite for JSite participation. However, in the event that usual VPN connectivity is unavailable or your users are no longer physically located at your location, clientless VPN access is also available via any web browser and is included in the basic JSite service fee. In either case, a Citrix farm located at the JSite facility will provide application-level access for your users. Your hospital is *not* required to use Citrix as part of normal daily operations and no additional software need be purchased. We will be happy to help you with any of these requirements and work with you if your organization has special connectivity needs.

How the JSite Basic Service Works

The JSite Basic Service for disaster recovery uses your backup tapes.

JSite customers typically deliver backup tapes to us on an "as needed" basis – for testing purposes or to facilitate any necessary MEDITECH recovery operations in the event of a disaster. For customers who wish to ensure that JJWild has a recent backup tape *before* an adverse event occurs, and thus to eliminate potential travel or delivery delays that may be concomitant to a local or regional disaster condition, JJWild can also vault off-site copies of daily backup tapes at the JSite facility for up to two weeks. These additional vaulting services can be quoted upon request.

Most JSite subscribers will send their most recent backup tapes, or a verified copy, to the JSite recovery facility upon declaration of a disaster. While JJWild cannot be held responsible for the time it takes to receive the tapes, we will make every effort to have your systems back up and running in 12 hours or less from the point at which we receive the tapes, and will do everything possible to get your organization back on its feet swiftly.

When Disaster Strikes

When an adverse event occurs, a call to our hotline provides notice that a facility has declared a disaster. The customer is responsible for transporting backup tapes to the JSite facility as quickly as possible. As soon as tapes arrive, the JSite staff will begin restoring the customer's core MEDITECH systems on our pre-configured servers and storage.

While the backup tapes are loading, our engineers will work with your staff to redirect network access to the JSite recovery systems according to a pre-defined plan. Within hours, the recovery systems will be live and available for access over the Internet VPN. If desired, as part of the JSite Managed Disaster Recovery Service, JJWild will send a member of our Disaster Recovery Support Services team to your facility to assist in restoration of technology infrastructure to normal operations.

JSite Services

The JSite Basic Service fees include use of JSite infrastructure, all applicable MEDITECH disaster recovery site Operating System license fees, initial network configuration at our JSite facility, JSite connectivity, an initial recovery test, and an annual re-test on a mutually agreed schedule. (Additional tests may be conducted at your convenience for an additional fee.) The JSite service fees also entitle

customers to JJWild's Disaster Recovery Support Services. With this additional protection, we will respond immediately to provide remote and/or on-site engineering services to facilitate recovery of your primary data center should an adverse incident occur.

The JSite Basic Service is available on a 'per protected server' subscription basis. Contracts will be designed to match technology refresh cycles and are typically three years or more in length. The contract term begins the day after we mutually participate in a successful test. *No payment is required until this successful test takes place.* In the event of a disaster declaration, there will be a one-time declaration fee of \$10,000 and a \$5,000 per day remote operations charge thereafter. These fees are typically covered by your disaster or business continuance insurance. Please speak to your Account Manager to pursue more information or a proposal.

Other Disaster Recovery Solutions and Services from JJWild

Network Connectivity Assessment While many of our customers have a good understanding of their connectivity capabilities and a sufficiently robust network infrastructure, others may require an assessment and/or network modifications prior to subscribing to JSite services. JJWild will put to work over 20 years of network infrastructure and MEDITECH expertise to ensure that your hospital is properly equipped to take advantage of JSite's managed disaster recovery capabilities.

Healthcare Operational Continuity Assessment Many customers find that they need help calculating risk, analyzing business impact, assessing their technology infrastructure, and sorting out options with regard to business continuity. In a streamlined process that touches the key elements of a successful IT continuity plan, JJWild can help you assess your options, and focus on the best course of action for your unique circumstances.

Self-Hosted Disaster Recovery Some customers prefer to own end-to-end disaster recovery facilities of their own, with design, implementation, and disaster recovery operations help from an experienced partner such as JJWild. Whether your interest is in off-site spares, MEDITECH's Integrated Disaster Recovery (IDR), or live SAN Mirroring, JJWild offers a broad range of solutions and services for facilities pursuing this option.

IT Disaster Recovery Procedure Whether you host your own disaster recovery systems or subscribe to JSite, you will need to create and maintain a detailed plan which would allow even inexperienced staff to launch and manage the IT Recovery Process. JJWild can help you create this document and update it on an annual basis.

Departmental Downtime Documentation If disaster strikes, it is important that your departments have a carefully-developed plan which guides them through temporary operational changes while systems are down, and helps them manage the flow of information when systems are restored. Our expert consultants will help create or edit your own unique documentation to keep things running smoothly during an IT downtime. An annual update service ensures that your plans remain fresh and timely.