

MARATHON

THE APPLICATION AVAILABILITY EXPERTS™



MARATHON SERVICES

APPLICATION AVAILABILITY ASSESSMENT SERVICES

Marathon knows your business cannot afford downtime for your critical applications. But like many companies, you may struggle with how to assess your risks and estimate the business impact if these applications are unavailable. That's why Marathon Consulting Services (MCS) have developed a proven methodology to uncover your risks and put measures in place to minimize the impact of downtime, including how to:

- Evaluate your specific risks for planned and unplanned downtime
- Classify your systems by criticality and develop tiers of service availability
- Develop an action plan to better align your IT resources with the availability needs of your business to cut your risks and costs

GET A HANDLE ON YOUR DOWNTIME RISKS AND COSTS

You can't determine where you are going until you fully understand where you are today. When developing your application availability strategy, best practices start with a risk and business impact analysis. The methodology and toolset used in Marathon's Application Availability Assessment Service provides you with qualitative and quantitative analysis in both areas: risk analysis and business impact analysis. Following our four phase methodology, we will determine the risk associated with your critical application's availability and the potential impact on your business that result from application failure or system outage. At the conclusion of the engagement, your Marathon consultant will host a workshop with the program sponsor and key stakeholders to review findings and recommendations.



UTILIZE A PROVEN METHODOLOGY

Working with hundreds of companies with some of the most demanding application availability requirements in the world, Marathon Consulting Services has developed a proven four phase Availability Assessment Methodology: Discovery, Interviews, Analysis, and Findings.

DISCOVERY	INTERVIEWS	ANALYSIS	FINDINGS
Define Objectives	Project Team Workshop	Analyze & Determine Risk Ratings	Project Team & Key Stakeholder Workshop
Compare Questionnaire	Conduct Interviews	Determine Business Impact	Review Methodology
Identify Project Team	Collect Data	Prepare Findings Report	Review Findings & Recommendations
Review Process & Tools			Deliver Customized Assessment Guide

PHASE ONE: DISCOVERY

The primary objective of the Discovery phase is to ensure that we understand and can define your specific assessment objectives. These may include sustaining business continuity as measured in Recovery Time (RTO) and Recovery Point (RPO) objectives, ensuring customer-service standards, complying with regulatory requirements for data protection and retention, and eliminating interruption to business processes. The MCS team will have your IT staff complete a questionnaire to prepare for the onsite visit, review key objectives for the project, identify stakeholders to be interviewed, review project timelines and provide an overview of the process and tools that will be used throughout the project.

PHASE TWO: INTERVIEWS

To gain the enterprise perspective you need, your Marathon consultant will come onsite to conduct a series of interviews with a cross-section of end-users from all levels; management, senior management, and staff, representing all critical business areas; Finance, Professional Services, HR, IT, Support and Development. Responses to the predefined questions will be analyzed in the Analysis phase to determine your current application availability risk ratings and associated business impact.

PHASE THREE: ANALYSIS

Once the interviews have been conducted, your Marathon consultant will analyze this data using our Availability Analysis Toolset which is broken down into the following risk categories: server environment, storage and data, application, network, management and processes and environment and disaster planning. The Impact section of the analysis exposes the resulting business impacts when downtime occurs to the targeted applications.



PHASE FOUR: FINDINGS & RECOMMENDATIONS

At the end of the engagement, your Marathon consultant will host a workshop to review the findings and provide a comprehensive report detailing:

- The underlying methodology
- Complete findings
- Specific recommendations for achieving optimal availability while meeting your company's objectives

Your Marathon consultant will also deliver a customized assessment guide which can be used for your own "what if" scenario planning to evaluate risk sources quantitatively.

▶ GET ANSWERS AND RESULTS

After completing your Application Availability Assessment you will have the information and the blueprints you need to:

- Understand your downtime risks
- Estimate the business impact of downtime
- Implement the processes and technology to reduce your downtime risks and cost liabilities

WHY MARATHON SERVICES

Marathon has provided a comprehensive array of services that leverage our application availability expertise for over 15 years, serving more than 3,000 customers worldwide, providing mission critical support and services for the most demanding customer environments worldwide.

Like our everRun software products, Marathon Services are designed to be simple, effective and holistic. That's why Marathon consulting, training and technical support services are core to our mission and our passion. Application availability with zero tolerance for downtime is precisely what we do, enabling us to extend the full range of integrated everRun continuous availability and disaster recovery products and services to customers when and where needed.

Get Help Now

go to MarathonTechnologies.com or

Contact your Marathon Account Manager for more information