

## Marathon everRun™ One Availability Assessment Services

### Availability Assessment

Marathon delivers Consulting, Training and Technical Assurance services for the most demanding application availability environments. The **everRun™ One** service portfolio is built on the solid foundation of expertise and excellence that comes with being an industry leader.

Application Availability Assessments are a central component of Marathon's Consulting services. That's because choosing the right technology to protect your Windows® applications and data requires careful appraisal of risk, potential data loss and total cost of ownership. With all the claims and counterclaims in today's market, it also requires a detailed review and understanding of the true costs and benefits associated with the numerous options available.

#### HOW IT WORKS

Marathon's availability experts work closely with your IT and line-of-business managers to understand and 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 Application Availability Assessment has three dimensions:

- **Impact Assessment** defining the business and technical consequences of downtime.
- **Risk Assessment** quantifying the likelihood of Windows downtime in the current environment.
- **Availability Needs Assessment** categorizing the level of needed availability.

We perform on-site audits of existing infrastructure including servers, clients, networks, storage and physical plant. We also interview key stakeholders to gain a precise understanding of your business issues, needs and interdependencies. Based on this feedback, we take an initial look at processes and organizational areas that relate to application availability.

## WORLDWIDE HEADQUARTERS

**Marathon Technologies Corporation**  
 295 Foster Street, Littleton, MA 01460  
 Tel 1.800.884.6425 / 1.978.489.1100  
 Fax 1.978.489.1101  
 Email: info@marathontechnologies.com  
 Web: www.marathontechnologies.com

## EMEA HEADQUARTERS

**Marathon Technologies UK Ltd**  
 Regus House, Trinity Court  
 Wokingham Road, Bracknell  
 Berkshire, RG42 1PL  
 Tel +44 (0) 1344.706.241  
 Fax +44 (0) 1344.706.242  
 Email: emea@marathontechnologies.com  
 Web: www.marathontechnologies.com

## IMPACT RISK AND NEED

Marathon takes a multifaceted approach to assessing impact, risk and need. Our consultants evaluate the costs to your business associated with application and data unavailability. Based on this analysis, Marathon develops a customized Availability Impact Rating (AIR). Next, we quantify the current risk of application downtime and data loss in the existing environment by assigning an Availability Risk Rating (ARR).

This information helps you understand how likely a downtime event is to occur and how much permanent data loss is likely to be realized.

Then, we integrate the AIR and ARR analyses to create an overall Availability Quotient (AQ) for each of your applications. We use the AQ both strategically and operationally, determining the appropriate level of availability protection for each Windows application according to the categories below.

CLASS	BUSINESS PROCESS SERVICES	AVAILABILITY & DR SERVICE LEVELS
Class 1	Customers and partners Functions significantly affecting revenue or image	Continuous Availability Recovery Time Objectives (RTO) = 0-4 hrs. Recovery Point Objectives (RPO) = 0-4 hrs.
Class 2	Less-critical revenue-producing functions Supply chain issues	High Availability RTO = 8-24 hrs. RPO = four hrs.
Class 3	Enterprise back-office functions	May/may not require high availability RTO = three days RPO = one day
Class 4	Departmental functions	May/may not require high availability RTO = five+ days RPO = one day

When the Assessment is complete, we provide you with a comprehensive report detailing the underlying methodology, complete findings and specific recommendations for achieving optimal availability while meeting customer objectives. Our availability consultants also deliver a customized assessment guide, which you can use for your own "what if" scenario planning to evaluate risk sources quantitatively.

The Marathon team possesses the industry's most in-depth expertise in availability for Windows environments. These highly trained, experienced technology-services professionals have designed, integrated and implemented fault-, failure- and disaster-tolerant Windows environments for leading

enterprises in a wide range of industries such as manufacturing, broadcasting, public safety, financial services and gaming where there is no tolerance for downtime.

## RUN WITH MARATHON

Marathon's **everRun** product family represents a dramatic breakthrough in application availability, moving the market past high availability and continuous availability solutions to what Marathon calls "Infinite Availability™".

Founded in 1993, Marathon Technologies has 12 patents, 65 partners and 5,000 licenses shipped worldwide.