



Disaster Recovery

Advance Preparation Will Make a Difference

Service Highlights

The remarkable self-healing qualities of your Sycamore network guarantee high availability and survivability. Distributed intelligence and resilient mesh architecture eliminate single points of failure by automatically rerouting circuits around a problem. However, if you lose a key node – or an entire Central Office – to fire, flood, or other disaster, you’ll want to replace it promptly. Sycamore’s Disaster Recovery services can mean the difference between getting your network back to normal quickly and getting caught in a logistical and financial nightmare.

Disaster Recovery service begins with an on-site consultation and site survey to assess your location requirements. We work with you to determine the number of stand-by nodes, node ownership, storage, and node-specific configurations and files. We use this information to develop a detailed Recovery Plan, which includes infrastructure requirements for housing a new build-out; duplication of node hardware and software; duplication of NMS hardware, software, and customer database; transportation and tools.

After your review and approval, we put all the Plan elements and equipment in place to verify that hardware and software are configured and ready for deployment at a moment’s notice. Scheduling routine checks to coincide with other maintenance events (e.g., software upgrades) will keep your Recovery Plan tightly aligned with the systems it is designed to protect.

Should disaster strike, Sycamore’s Technical Assistance Center (TAC) will open a Severity One case for notification and tracking, and immediately activate and facilitate the Recovery Plan. Our Project Manager will oversee the entire Disaster Recovery process, from installation and validation of configuration files, through execution of test and turn-up procedures and management connectivity by your Network Operations Center (NOC).

Service Benefits

Advance planning reduces risk – for your network as well as your business. Disaster Recovery services can help you prevent the substantial loss of revenues a protracted network outage would cause. We prepare a Recovery Plan customized for your network. If a disaster occurs, our response will be immediate, professional, and committed to getting the affected location up and running again – quickly. Strict adherence to an ISO 9001:2000 registered Disaster Recovery process safeguards the consistency and success of your location recovery at every step.

The Recovery Plan, in itself, will reduce confusion and enhance the efficiency of your in-house restoration efforts when a disaster strikes. Leveraging our optical switching experience and expertise will leave your own personnel available for other important location recovery tasks.

Features and Benefits
<ul style="list-style-type: none"> ■ Enables a rapid, efficient disaster recovery response
<ul style="list-style-type: none"> ■ Minimizes downtime with expert planning and execution
<ul style="list-style-type: none"> ■ Lessens stress on your internal resources at a time of crisis
<ul style="list-style-type: none"> ■ Ensures consistent quality with ISO 9001:2000 registered procedures
<ul style="list-style-type: none"> ■ Reduces risk of prolonged outage and financial loss

Your large enterprise customers put a high priority on disaster planning. They expect a service provider to be well prepared to counteract a disaster scenario. A proactive approach to achieving rapid network restoration will reassure your customers and enhance your own peace of mind. Let Sycamore Disaster Recovery services help you develop, validate, and maintain your Disaster Recovery Plan.

Disaster Recovery Deliverables

Sycamore Networks engineers create a plan for your specific location recovery requirements. Typical steps in a Disaster Recovery services package include:

Assessment

On-site consultation and site survey to assess customer requirements

- Number and type of stand-by nodes
- Node ownership and storage
- Node-specific configurations and files

Plan Development

Creation of a detailed Recovery Plan for customer review and approval

- Customer-specific node information
- Infrastructure requirements
- NMS duplication (if applicable)
- Transportation and tools

Plan Verification and Maintenance

Upon approval, Sycamore prepares and verifies Plan elements

- Pre-configuration of all necessary hardware and software
- Readiness of processes and personnel for a recovery event
- Approved access to necessary site locations
- Perform a dry run of Recovery Plan implementation
- Scheduled check-ups to keep Plan tightly aligned to live network

Activation and Implementation

Upon notification of a disaster

- TAC opens Severity One case and immediately dispatches Recovery professional(s)
- Plan activated, executed, and tracked until all affected nodes are installed, operational, and reachable by customer's NMS / NOC
- Implementation complete upon customer acceptance and sign off

SYCAMORE NETWORKS SERVICES AND SUPPORT

A worldwide network of experienced professionals supports Sycamore Networks customers at every phase of the network operations lifecycle, from initial design, installation, and training to ongoing maintenance and capacity planning. Our in-house experts and select service partners have earned a reputation for excellence from some of the world's largest carriers. For intelligent optical switching and network migration deployments, Sycamore is uniquely qualified to meet the expectations of top tier customers. Our expertise and experience are your assurance of consistently successful deployments, high network availability, and outstanding customer service.

To learn more about our comprehensive portfolio of support services, please call 978-250-3480 or visit our web site at www.sycamorenet.com.

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Sycamore Networks, Inc. (NASDAQ: SCMR) is a leading provider of intelligent bandwidth management solutions for fixed line and mobile network operators worldwide. From multiservice access networks to the optical core, Sycamore products enable network operators to lower overall network costs, increase operational efficiencies, and rapidly deploy new revenue-generating services.

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