Business Continuity & Disaster Recovery

Introduction

All Grow Resources technology designed to provide online software and services to companies with multiple locations to track and manage leases, property related expenses, and other issues arising between tenants and landlords is housed in the United States.

Your Company's software will be handled no differently and will be readily accessible in the unlikely event of an island-wide service interruption that may affect normal operations at Grow Resources' physical location.

Redundancy and Cloud backup storage ensures that all data remains secure and accessible to all parties involved in the event of service disruptions.

Grow Resources' disaster mitigation and recovery strategies are designed to minimize disruptions to the normal course of operations including:

- Uninterruptible Power Supplies (UPS) and backup generators which guard against service interruptions in the event of a power failure
- Dedicated Internet Access (DIA) guarantees unlimited, secure bandwidth solely utilized by Grow Resources
- Alternative means of operation to provide for smooth and rapid restoration of services in the event of unplanned disasters to physical space
- Proven, failsafe work from home policies

Scope

The purpose of this disaster recovery plan is to ensure that critical information is not lost, in case of a disaster. There are three major classes of critical information that Grow Resources considers critical:

1. REport ms database – which houses all data related to the management and tracking of client data
2. Documents – file attachments that are copies of client legal documents attached to the units in the REport ms system
3. REport ms code – is the web-based software that clients use to work with the data in the system.

Infrastructure

Primary infrastructure is hosted by SingleHop's Phoenix, Arizona data center. Backup infrastructure is hosted at the cloud provider Microsoft Azure. This infrastructure includes Microsoft web servers, database servers and internet access.

Backups

Database backups are performed several times a day and copies are made to secondary onsite storage centers and to offsite storage located in Atlanta, Georgia.

Document backups are performed daily to secondary onsite storage and to offsite storage located in Microsoft's azure storage.

Code backups are performed on every code change as well as on every release. Storage locations for code backups exist in bitbucket.com our source code repository provider and on servers located in Atlanta GA.

Anti-Virus

Servers are routinely patched on a weekly automated basis and are protected with Symantec Endpoint Protection.

Recovery

For the scenario where 100% of the primary systems are lost, recovery is performed as follows:

1. Setup new web server with the latest REport ms software.
2. Setup new database server with the latest REport ms database backup.
3. Copy the latest backed-up documents to the new REport ms server.
4. Point the domain name www.grow-resources.com to the new IP.