

Success Story –

STS Provides Disaster Recovery Planning for California DMV

STS was engaged to perform Business Impact Analysis (BIA) and Business Recovery Planning (BRP) activities for the California Department of Motor Vehicles.

Problem:

The DMV is a state agency commonly recognized for its breadth and criticality for the maintenance and availability of its data storage and processing capabilities. They identified certain critical business processes that maintained identification and violation records. It is essential that these processes be restored in the event of a loss of DMV's primary data processing center. They had already contracted with a third party provider of hot site vendor services that lends support in the event of a disaster. The vendor provides a *limited* operating and communications environment, therefore it was crucial that the DMV have clearly defined and delimited continuity plans and processes.



Solution:

STS was engaged to project manage and provide expertise to lead the completion of a business impact analysis and business continuity exercise over multiple phases. The first phase of the project identified the components of the specific applications, with an emphasis on identifying I/O (Input/Output) processes to be migrated or suspended in the event of a disaster scenario. In phase two, each process was categorized as to its disposition in the scenario and the impact of its suspension and/or migration to a hot-site. In light of the above analysis, phase three involved the review of data/application protection strategies with the intent of minimizing the windows of data loss. Next, detailed recovery scripts were developed, which identified recovery methods for the key applications and databases. Finally, testing was employed to validate the plan elements.

Result:

The California Department of Motor Vehicles was able to leverage the expertise of STS to satisfy the BRP and Business Continuity Planning (BRC) requirements placed upon it by its charter and functional service requirements, all the while saving the agency an estimated \$1.5 Million in valuable time and resources.

About STS International

Spectrum Technical Solutions International, Inc. is a Professional Services and Information Technology Maintenance Organization that works for Fortune 1000 global companies and large private organizations that wish to cut operating costs, improve efficacy and lower business risks by outsourcing critical IT business processes.

STS is a mid-sized privately held company that has the ability to focus on customers and each project remaining nimble, not weighted down by large top-heavy corporate or partnership overhead structures. Our operational efficiency is a customer's benefit.

We deliver our services using an *integrated and vested* approach toward outsourced management of critical IT business processes. Each customer is supported uniquely, leveraging experience across many industries.

About Outsourced Services Suite (OSS)™

STS branded services, **Outsourced Services Suite (OSS)™**, is sold directly to our target customers *or indirectly* through channel relationships such as service aggregators and managed service providers.

STS extends our internal "operational efficiency" to our clients - providing a comparable quality of service with a high degree of customer experience, solution customization and overall satisfaction and without the expense.

"We have a large global enterprise of routers, firewalls and switched networks. The OEM service agreements alone were going to cost me nearly \$2 million annually. STS sold us a *Warranty Plus Agreement* that saved over 50% and provided the IT specialists we needed on a monthly basis."

– Managing Director for State Agency



Contact STS To Learn More

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