

BUSINESS CONTINUITY / DISASTER RECOVERY

JANUARY 2020
v.20200110



Executive Summary

CorpU has developed a Business Continuity Plan on how we will respond to events that significantly disrupt our business. Since the timing and impact of disasters and disruptions is unpredictable, we will have to be flexible in responding to actual events as they occur. With that in mind, we are providing you with this summary of our business continuity and disaster recovery plan.

Contacting Us – Both inbound and outbound methods of communication between you and CorpU are delivered via separate and redundant infrastructure to ensure a line of communication remains open. If after a significant business disruption you cannot contact us as you usually do at +1 212-213-2828 or support@corpu.com, you should check our business status page at <http://status.corpu.com>; also, you can visit our website at <http://www.corpu.com> or via our social media channels such as twitter at <http://twitter.com/corpu>.

Business Continuity Plan Summary – We plan to quickly recover and resume business operations after a significant business disruption and respond by safeguarding our employees and property, making a financial and operational assessment, protecting the organization's data and records, and allowing our customers to transact business. In short, our business continuity plan is designed to permit our organization to resume operations as quickly as possible, given the scope and severity of the significant business disruption. Our business continuity plan addresses: data backup and recovery; all mission critical systems; financial and operational assessments; alternative communications with customers and employees; alternate physical location of employees; critical supplier, contractor, bank and counter-party impact; and assuring our customers prompt access to their content and data if we are unable to continue our business. We continually back up our important content and data in a geographically separate area. While every emergency situation poses unique problems based on external factors, such as time of day and the severity of the disruption, it is our objective is to restore operations and system availability as soon as possible.

Data Center Disruptions - CorpU minimizes risk of business impact by ensuring that service infrastructure components such as load balancers, web servers, application servers, storage, and data persistence are redundant across locations such that an outage of any severity at a single location will not impact service. All services span multiple data centers located in separate cities with separate and redundant power grid and Internet connectivity. Additionally, employees and service infrastructure are maintained at separate locations to further prevent impact. Significant data center disruptions can vary in their scope, for instance, only a single component in a data center, an entire data center, or a region disruption across data centers. Within each of these areas, the severity of the disruption can also vary from minimal to severe affecting the Recovery Time Objective (RTO). In a disruption to only a single component or a single data center, service will not be interrupted. If the single component or data center outage is long-term, we will deploy the required redundant infrastructure to a third data center, within one business day while maintaining no service interrupts. In a disruption to a region of data centers across multiple states (in the Northern Virginia/Washington D.C. US area), we will move infrastructure components to standby data centers in the western United States or Europe within an RTO of one business day. In case of a regional disruption where primary, slave and tertiary replicas of data are lost, Recovery Point Objective (RPO) is less than 24 hours of data (as measured from the time of the latest nightly snapshot).

Business Office Disruptions – Significant business disruptions can vary in their scope, such as only our organization, a single building housing our organization, the business district where our organization is located, the city where we are located, or the whole region. Within each of these areas, the severity of the disruption can also vary from minimal to severe affecting the Recovery Time Objective (RTO). In a disruption to only our organization or a building housing our organization, we will transfer our operations to a local site when needed and expect to recover and resume business within an RTO of 4 business hours. In a disruption affecting our business district, city, or region, we will transfer our operations to a site outside of the affected area and recover and resume business within an RTO of 3 business days. In either situation, we plan to continue in business and notify you through our website <http://www.corpu.com>, our business status page, <http://status.corpu.com>, or our telephone number, +1 212-213-2828 stating how to contact us. If the significant business disruption is so severe that it prevents us from remaining in business, we will assure our customer's prompt access to their content and data.

Recovery Point Object – For any RTO scenario, our Recovery Point Objective (RPO) remains as real-time as we are capable. With our replicated databases and read-only replica databases split across regional zones, we are able to maintain a RPO up to the last database transaction. If the disaster was so severe, that all databases were lost across the regional zones, we could only then return to the cold backup from the previous night's database backup.

Online

www.corpu.com

About Corp/U

Corp/U grows leaders, who grow companies which make a difference.

For More Information

To learn more about Corp/U, contact sales@corpu.com.

Product Overview

www.corpu.com/technology

Privacy Policy

<https://www.corpu.com/privacy-policy>

Terms of Service

<https://www.corpu.com/terms-of-service>

Contact Corp/U

www.corpu.com/contact

Client Support

support@corpu.com