



HAVEN: HOW DO YOU KEEP WORKING DURING AN OUTAGE?

Abstract: This white paper examines the challenges law firms and corporate IT departments encounter when attempting to ensure access to critical documents during times of crisis when systems access is impacted. Commonly, IT departments choose to take these systems offline until the issue is rectified, which can result in many negative repercussions. HAVEN, by RBRO Solutions, is presented as the ideal product for overcoming these challenges. This solution is a robust and highly effective tool for ensuring the high availability of essential materials to maintain business continuity during any crisis. HAVEN can also provide access to materials during scheduled and unscheduled network downtime and is a source for disaster recovery if your original data access is permanently compromised.



HAVEN: HOW DO YOU KEEP WORKING DURING AN OUTAGE?



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TABLE OF CONTENTS

| | |
|---|-----|
| INTRODUCTION - PREPARE FOR THE UNEXPECTED: | P.3 |
| THE ONGOING PROBLEM: | P.3 |
| COMMON REACTION TO MALWARE OR CRISES: | P.4 |
| COMMON REACTION TO NETWORK AND SYSTEMS OUTAGES: | P.5 |
| HAVEN'S INTENT - ENSURE BUSINESS CONTINUITY: | P.6 |
| SOLUTION SUMMARY: | P.6 |
| HAVEN FAQ: | P.7 |
| ABOUT RBRO SOLUTIONS: | P.8 |
| SCHEDULE A DEMO OF HAVEN: | P.9 |



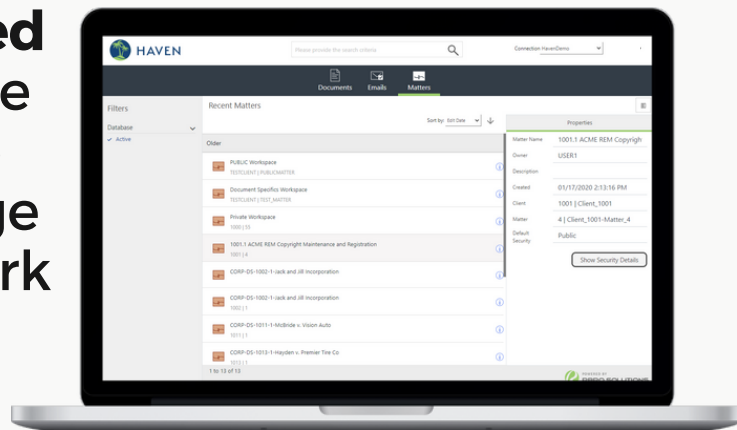
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INTRODUCTION:

Prepare for the expected and unexpected—ensure uninterrupted access to business-critical iManage content during a network intrusion, crisis, or maintenance activities.



Introducing HAVEN, the RBRO cloud service that provides rapid access to iManage content in the case of a significant event that prevents users from accessing their Work product through normal means or due to scheduled or unscheduled network maintenance.



THE ONGOING PROBLEM:

The realities of disasters are uncontrollable and the possibilities of network intrusions are always present. The immense responsibility to keep users working during access disruption requires a trusted and reliable solution. Business continuity plans must include software that ensures iManage users have uninterrupted access to vital business content when network access is interrupted.



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COMMON REACTION TO MALWARE OR CRISES:



BUSINESS DOWNTIME:

- Data maintained in iManage is critical to every firm. In an event where systems are inaccessible due to a crisis, or are under attack by ransomware or a systems breach, the first response is to shut down all systems and take them off the network until it is recovered and safely restored. In the instance of a natural disaster, all systems may already be inaccessible.



REVENUE LOSS AND DAMAGE TO REPUTATION:

- During this downtime, business operations are tremendously impacted, potentially leading to significant revenue loss. Additionally, a crisis with long downtime can result in damage to the business' reputation since staff can't continue working effectively, or even at all.



TOTAL SYSTEMS FAILURE:

- In the case where the network intrusion or malware has infected the Disaster Recovery systems, having these products alone runs the risk of resulting in a full systems outage. Similarly, a significant crisis might also be the cause of the total systems failure. Depending upon the overall total systems downtime, the opportunity costs are immeasurable.



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COMMON REACTION TO NETWORK AND SYSTEMS OUTAGES:

GAPS IN ACCESS TO VITAL DOCUMENTS:

- When unscheduled network outages occur, IT staff identify the issue, and based upon experience, deliver an accurate estimate on downtime. For scheduled network maintenance, this downtime is already known in advance of the work. When downtime is short, resources are dedicated to rectifying the issue or completing the maintenance, as opposed to configuring temporary access. As a result, businesses have gaps in access to vital documents.



MEASUREABLE DISRUPTIONS TO BUSINESS EFFICIENCY:

- While these business disruptions may seem minimal at the time, when considered over a more lengthy timeframe, such as annually, overall downtime due to scheduled or unscheduled network maintenance can be much higher than anticipated. These measurable disruptions hinder overall business efficiency company-wide.



MISSED OPPORTUNITY TO GENERATE REVENUE OR ACHIEVE OTHER BUSINESS GOALS:

- From an overarching long-term operational perspective, disruptions due to network maintenance cost businesses financially and in terms of opportunities lost. If left unchecked, these disruptions will continue to be a problem. Business can avoid these challenges altogether if a solution were in place to ensure business continuity and safeguard against losing access to vital materials during common network disruptions or scheduled downtime.



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HAVEN'S INTENT - ENSURE BUSINESS CONTINUITY:



To provide high availability to current iManage-based work in the case of a significant event that prevents users from accessing the product through normal means.

SOLUTION SUMMARY:



Designed to be offered as Software-as-a-Service (SaaS) in a secure cloud environment, HAVEN can fetch the latest updates of documents and content from related workspaces from iManage on a timely basis.



In the event of a crisis, the firm's admin can activate HAVEN to provide iManage users with access to material so that they can continue working business as usual. Similarly, businesses can utilize HAVEN during scheduled network downtime.



User security data from iManage is automatically synchronized with HAVEN once this system is turned on.



User Interfaces (UI) are structured to mimic the iManage environment so users can seamlessly transition to Haven to ensure business continuity. Consequently, staff do not require training to start utilizing HAVEN; they are already familiar with the processes.



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HAVEN FAQ:

- **What content will be available through HAVEN?**

Typically, HAVEN stores all iManage content from matters that contain information, which was created or modified in the last 90 days.

- **Can I test Haven prior to a legitimate incident?**

Yes. Your HAVEN administrator can define which users are part of the test team. HAVEN can be activated in test-only mode, which functions similarly to full activation but with notifications and availability limited to the selected users.

- **How do users know to use HAVEN when there is an incident?**

HAVEN sends alert notifications either via email or SMS with clear instructions for users to follow.

- **Can I choose where my data resides?**

Yes. Data centers can exist in multiple regions and can be configured different for each Library.

- **Is data encrypted at rest and in transit?**

Yes. Data is encrypted at rest using 256-bit Advanced Encryption Standard (AES). Data is encrypted in transit using SSL/TLS 1.2 certificates at 256bit.

- **What security standards do you adhere to?**

HAVEN adheres to CIS Benchmark standards: ISO27001.



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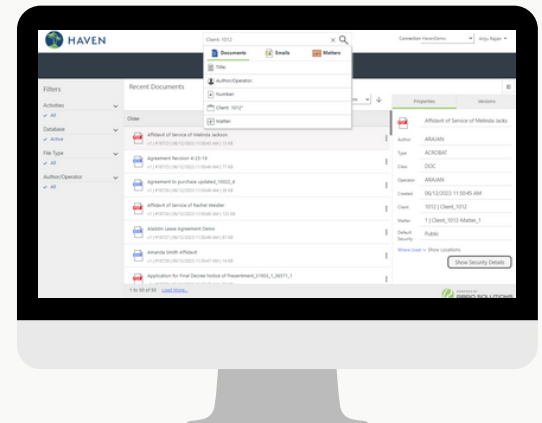
HAVEN FAQ:

- **Can HAVEN operate through commercial firewalls?**

Yes, this can be achieved through a Hybrid Connection manager which uses industry-standard web sockets.

- **Will HAVEN affect my live system performance?**

We do not anticipate any performance impact from regular use of HAVEN. As a precaution, your HAVEN administrators will have the ability to terminate any synchronization process currently in place.



ABOUT RBRO SOLUTIONS:

A premiere iManage Partner since 2003 and trusted globally by over 400,000 business users, RBRO Solutions is dedicated to helping organizations get the greatest value from their business content and work processes by extending the power of their iManage Work solution. With over 700 iManage engagements, RBRO applies best practices and know-how to simplify iManage implementations, upgrades and migrations. RBRO transforms how organizations get work done with adoptable and scalable improvements in business efficiency and agility that integrate seamlessly across corporate systems, adding value to the iManage Work solution and enabling you to decrease your overall cost of ownership by simplifying tasks and empowering users.



"RBRO Solutions is one of our most trusted partners with a proven ability to successfully engage at all levels... they have consistently contributed innovative solutions and delivered world-class consulting services to our clients."

• Neil Araujo, CEO, iManage



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**ENSURE BUSINESS CONTINUITY
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