

Quest STRATEGIC ADVISOR

www.questsys.com

Quest | CASE STUDY

DR partnership with a personal touch

Not all companies on the New York Stock Exchange are giants. Mill Valley-based Redwood Trust, a real estate investment trust, bandies about some pretty big numbers – it owns or credit-enhances more than 673,000 high-quality residential real estate loans totaling approximately \$235 billion. But its data center numbers – just 30 servers in a

single location – are modest indeed.

Redwood Trust's technology requirements, on the other hand, are substantial.

"We need access to Wall Street at all times," explains Gary Moore, the firm's vice president of technology and operations. "In the space of a few hours, due to market fluctuations, we could lose or gain millions of dollars."

Turning technology from liability to enabler

That's not all. When Gary arrived at Redwood Trust, employees used spreadsheets and disparate, unsophisticated systems to move its billions. Gary was tasked with creating a

totally new technology infrastructure as well as a companywide data dictionary, data warehouse, and an operational platform to feed the data warehouse.

"Technology had become a liability versus an enhancement/enabler," Gary says. "As we embarked on this 18-month journey to get more sophisticated systems in place, we knew we'd need disaster recovery and business continuity coverage. Because we'd be relying more and more on our systems."

Gary's background in large organizations, including a stint as CIO at Chase Mortgage, gave him valuable experience in choosing a disaster recovery partner.

"We wanted a local group with a national presence," notes Gary. "Someone

who's intimate with the needs of a California-based company and understands smaller organizations. Quest fit the bill very well."

Finding the right disaster recovery partner

Gary used several criteria to decide on Redwood Trust's disaster recovery partner. First, can they do the job?

"We did a series of visits to Sacramento," Gary recalls. "It was clear to me that even though Quest isn't as large as some of the other companies competing in this space, they certainly have the infrastruc-

REDWOOD TRUST (Continued on p. 2)



THE BOTTOM LINE

When Redwood Trust made its technology into a business enabler, it needed a truly trustworthy disaster recovery partner – and found one in Quest.

IN THIS ISSUE

Disaster recovery and business continuity coverage are key for ensuring technology remains a business enabler – not a liability.

2 **From Tim Burke:** What you don't know about your IT infrastructure can hurt

3 **Profile:** Quest's Replication Utility Services

3 **Did you know?** Storage needs soar as downtime tolerance plummets

4 **What's new...** Integrating corporate governance and risk management

REDWOOD TRUST (Continued from p.1)

ture to support what we need. The national footprint of their Network Operations Center is another plus. Finding out Quest has the tools was the first hurdle: it got them through the entry gate."

Next, Gary was concerned about people: would the partner's people care more about what they could sell or how they could help? Do they really understand the technology they sell?

"Quest's people stood out," says Gary. "They came to the discussions with a problem-solving approach versus trying to sell me something. Quest wanted to know what our issues were, specifically. Quest wants to understand your operation so they can configure a solution to your needs — Quest doesn't use the cookie-cutter approach and try to stuff you into their packaged solution."

'People who listen'

Having personal contact is also important to Gary.

"When you sit down to talk with people like Shane Seitz, our Quest account manager, they really know technology, and it's clear they're really listening," he recounts. "There's an instant personal connection that comes from the knowledge that you, as a customer, are dealing with people who know what they're talking about and will listen to you."

Two years later, Quest continues the personal connection so important to Gary.

"So many relationships sour after the sales cycle," he observes. "You know the honeymoon is over when you say, 'Hello, I'm Gary Moore,' and they reply, 'Who?'. I've never received that treatment from Quest. And Quest is proactive with providing information — Shane always keeps me up to date."

FROM TIM BURKE...

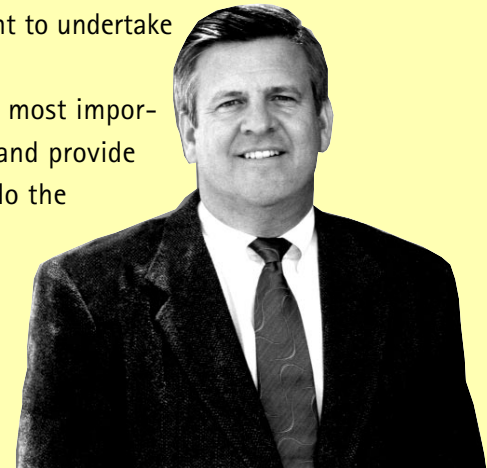
Why Wait for Trouble?

Did you know that your IT infrastructure is in a constant state of change? Even if you're not adding a fancy new application, your systems are being altered daily by any number of user- or vendor-initiated events.

The bottom line is that your IT infrastructure is being asked to perform tasks it may not have been designed to handle. Sometime down the road the repercussions of this extra duty will affect the performance of every application you run — and, ultimately, every aspect of your business.

Why wait for trouble? My recommendation is a formal **Infrastructure Analysis** every one to two years — unless you're growing rapidly or are not actively monitoring the environment on a day-to-day basis. In either of those cases, you'll want to undertake an analysis every six months or so.

This kind of analysis will reveal your most important issues, rank them based on need, and provide recommendations for action. You can do the analysis yourself if you have the tools, time, and people. Or you can ask a trusted third party to help.



A broadening partnership

Recently, Gary has turned to Quest for other kinds of help, too, including finding needed technology talent.

"We use three different hiring agencies, and Quest has outshone all of them," he says. "It's the combination of Quest's deep job knowledge and the level of service. Other companies will throw the resumes at you and expect you to qualify them yourself. But Quest does such thorough pre-qualification that by the time the resumes get to us, we're looking at strong can-

didates. Much less hassle."

Quest is also doing an Infrastructure Analysis for Redwood Trust.

"I think having another set of eyeballs evaluating this all the way from the servers (how the servers plug into our backbone) to what applications and databases reside where on those servers is extremely important," Gary points out. "Quest will give me a blueprint. It's more than an Enterprise Review — I'll get an actual network backbone design document from the best-in-breed guys."

Quest's Replication Utility Services:

Protecting your operational functionality

How much have your data storage requirements grown in the last year or two?

In one recent study, 79 percent of participants say data volumes have grown "substantially." Ten percent says data volumes have mushroomed between 150 and 200 percent in the last two years.

As your business relies more and more on information technologies and is increasingly vulnerable to even minor system and network failures, the need to securely retain your data - for business purposes as well as to meet regulatory mandates - has never been greater. Nor have data retention challenges ever been so complex.

Fortunately, you can protect the operational functionality and continuity of your business in the face of system and network downtime without having to employ a costly phalanx of experts.

Complete system replication

When a problem occurs, Quest makes sure you get your systems back online within minutes. That's because Quest can replicate your systems in their entirety - including the safeguards and procedures necessary to comply with regulations like HIPAA, GLBA, and Sarbanes-Oxley - and even synchronizes your historical email and data files.

Quest's Replication Utility Services provides 7x24x365 protection for your data assets. Quest can maintain your backup and storage procedures, monitor your systems for performance and intrusions, and keep you informed through reports and/or alarms.

Service Level Flexibility

Do you want your systems to be available in minutes or hours?

Quest's experts help you figure out the level of support you need and customize our Replication Services accordingly. What's more, Quest works seamlessly with your staff,

systems, policies, and procedures to affordably scale replication/recovery capabilities to your business' changing requirements.

Quest's Replication Utility Services include Vaulting Utility, Replication Utility, Disaster Recovery Utility, and Archiving Compliance Utility.

DID-YOU-KNOW?

Storage needs soar as downtime tolerance plummets

Respondents to a 2006 survey by Harris Interactive say unplanned disruptions occur most frequently to email and telecommunications functions.

That might be why more of them are looking askance at their organizations' ability to access business-critical data after disasters - 39 percent gave a grade of C or lower in 2006, compared to just 24 percent who did so in 2005.

Are businesses actually getting worse at disaster recovery - or are senior executives simply becoming more aware of shortcomings? Perhaps it's both. The same Harris Interactive survey shows 51 percent of respondents indicating customers and partners will tolerate just two hours of unplanned downtime, and 28 percent say tolerance is less than an hour.

Meanwhile, more than 80 percent of participants in another survey, this one from PMP Research, agree that their storage requirements have increased significantly over the last two years.

The culprits? Email, more desktop PCs, and more department-based systems. No wonder 53 percent of those polled by PMP Research already make use of managed services to handle disaster recovery/business continuity needs and another 13 percent are contemplating it.

Coming in the next issue of *Quest Strategic Advisor*:

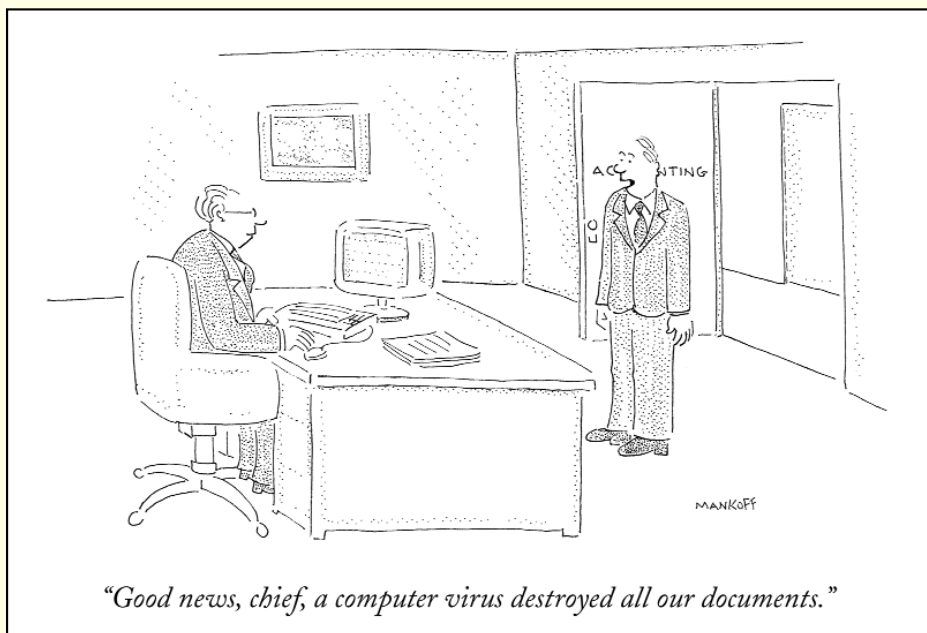
Case study of Waste Connections

What's New...

A study released in February by The Conference Board – *Emerging Governance Practices in Enterprise Risk Management* (http://www.conference-board.org/utilities/pressDetail.cfm?press_ID=3065) – takes a fresh look at this critical topic. Author Matteo Tonello reviews the benefits of integrating corporate governance and risk management, draws an eleven-step enterprise risk management roadmap, and emphasizes the role of corporate directors.

Why integrate governance and risk management? The study, based on five in-depth case analyses, points to:

- ➔ **Reducing inefficiencies and costs** inherent in traditional segmented approaches to risk management via (1) tools to make more profitable, risk-adjusted investment decisions and (2) business unit synergies, including aggregation of risks for more accurate quantification and adoption of coherent risk response strategies.
- ➔ **Minimizing exposures by spotting risk interdependencies** unnoticed in traditional risk management models.
- ➔ **Providing a more objective basis for resource allocation**, thereby boosting capital efficiency and return on equity.
- ➔ **Stabilizing earnings and lowering stock-price volatility** via coordinated hedging techniques that reduce unanticipated earnings fluctuations.
- ➔ **Improving transparency to stakeholders**, thus reducing regulatory scrutiny, litigation expenses, costs of access to equity capital, and rate of return on incurred debt.



© The New Yorker Collection 2002 Robert Mankoff from cartoonbank.com. All rights reserved.

ON THE CALENDAR

Upcoming Quest Events

Desktop Encryption Services Lunch Briefing:

Explore encryption options for vulnerable corporate assets like laptops. Maintain control of your company's and customers' sensitive data – even if stolen. Upcoming event dates TBD: in Modesto, Redding, Riverside, Salem, Portland, Irvine, Santa Barbara, and San Diego.

Unified Threat Management (UTM) Lunch Briefing:

Learn about rising threat levels, and vulnerability to your systems. Examine exclusive three-step review process including reports detailing appropriate recommendations. Bay Area – Date TBD.

Cisco CallManager System Administration (CCMSA) course Monday, April 9 – Wednesday, April 11. Quest, Sacramento, CA.

The CCMSA course focuses on the basic administration of the Cisco CallManager product and the devices that register to Cisco CallManager. The course is 40% hands-on laboratory exercises that challenge the student to configure IP Phones, voice gateways, media resources such as Music on Hold, conference and transcoders as well as Call Admission Control. The course is filled with best practices and job aides. Contact Mike Dillon at 800-326-4220 or QuestTraining@questsys.com for more information.

Events and dates are subject to change. Please contact Quest for registration, location, directions and all other information at 1-800-326-4220, or events@questsys.com.

Quest STRATEGIC ADVISOR

Publisher: Tim Burke

Editor: Barbara Klide

Contact the editor at barbara_klide@questsys.com

All contents copyright © 2006 by Quest Media & Supplies, Inc, unless otherwise noted. *Quest Strategic Advisor* is published bimonthly by Quest Media & Supplies, Inc. Information contained in this newsletter is believed to be reliable but cannot be guaranteed to be complete or correct. Quest Media & Supplies, Inc. assumes no liability for any use of this newsletter and/or the information or opinions it contains. *Quest Strategic Advisor* and questsys.com are trademarks of Quest Media & Supplies, Inc. Other product, service, and company names mentioned herein may be servicemarks, trademarks, or registered trademarks of their respective holders. To the best of Quest's knowledge, cited data and research findings belong to the organizations to which they are attributed and Quest Media & Supplies, Inc. asserts no claim to them.