

Workplace Recovery





Introduction

Physical Workplace Recovery

If a disaster rendered your offices unavailable, where would you recover your business operations? Where would your people go? We can provide alternative facilities to enable your workforce to regain access to information and maintain productivity with minimum interruption.

Sky Business Centres Workplace Recovery Provides:

- Emergency facilities for your employees at three Dublin locations
- Outsourced Risk Management Service
- Always Ready Business Recovery Solutions
- I.T Support and Server Storage facilities
- ISO 9001:2000 Quality Approved Client Management
- Multi-Site Workplace Recovery Option

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"All of our requirements were professionally dealt with by Sky Business Centres, in a timely and efficient manner."

- Colin Feeley

Regional Property Manager, Vodafone Ireland





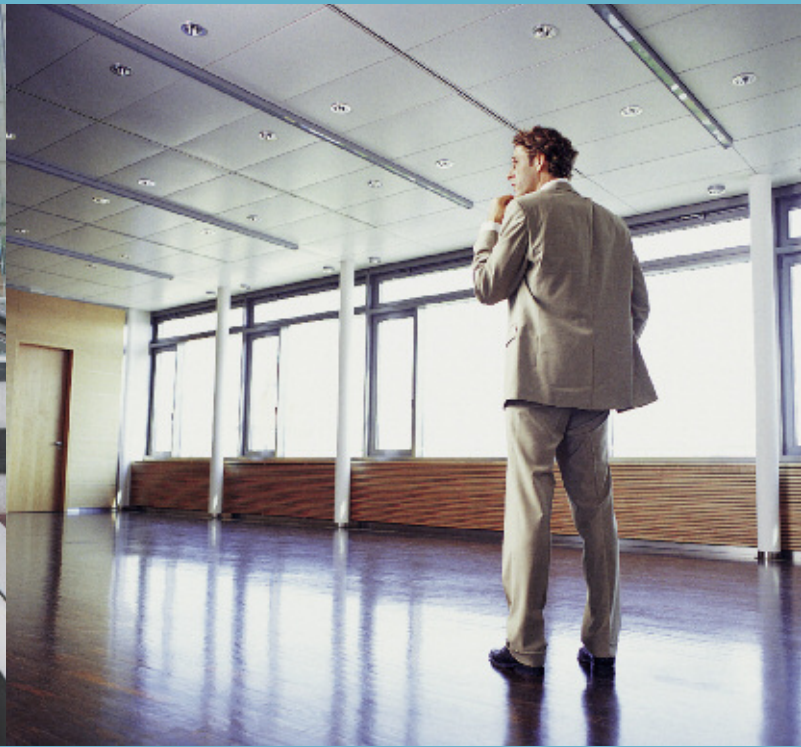
Sky Business Centres - Workplace Recovery

What is included?

- Fully operational workspaces - Desk, Chair, pedestal, Cisco I.P telephone, Broadband point, electricity, heating, daily cleaning, etc.
- Year One full recovery drill.
- Two annual mock drills testing basic I.T. and Telecoms connectivity and suitability.
- Free Licensed BCP Workplace Recovery planning software with Web hosting for Year one.
- Four Hour Response I.T Support
- Every workstation you require will have a dedicated ISDN telephone number, which is activated all year round and can be used when redirecting calls from your original telephone number, via your telecoms provider. These dedicated telephone numbers are provided when signing up to your Office Continuity package.
- Broadband throughout the building with Wi-Fi and cable connections. VPN enabled. Fixed i.p addresses available
- Free and available Car Parking.
- Monday to Friday, 8:30am - 5pm, full secretarial support and reception courtesies including redirection of telephone calls, photocopying, faxing, printing etc.
- 24 Hour building access with Bewleys Coffee, Ballygowan water and breakout areas
- CCTV, alarm and business park manned security
- Choice of three Dublin locations; Clontarf, Damastown and Clonshaugh
- No set-up costs

Server Housing and i.t telecoms

- There is available space in our communications rooms to house a server, if necessary
- If required our Cisco system can be configured to private Cisco VLAN security for your workplace recovery network



When you need us - Invocation:

- The invocation charge entitles you to 6 weeks at the designated workplace recovery centre
- Costs associated with an invocation can normally be recovered via business interruption insurance
- A Further six weeks can be added at quoted workstation rates
- During an invocation only other costs are meeting room usage, consumables e.g. telephone calls, stationery, photocopier etc.

Testimonial

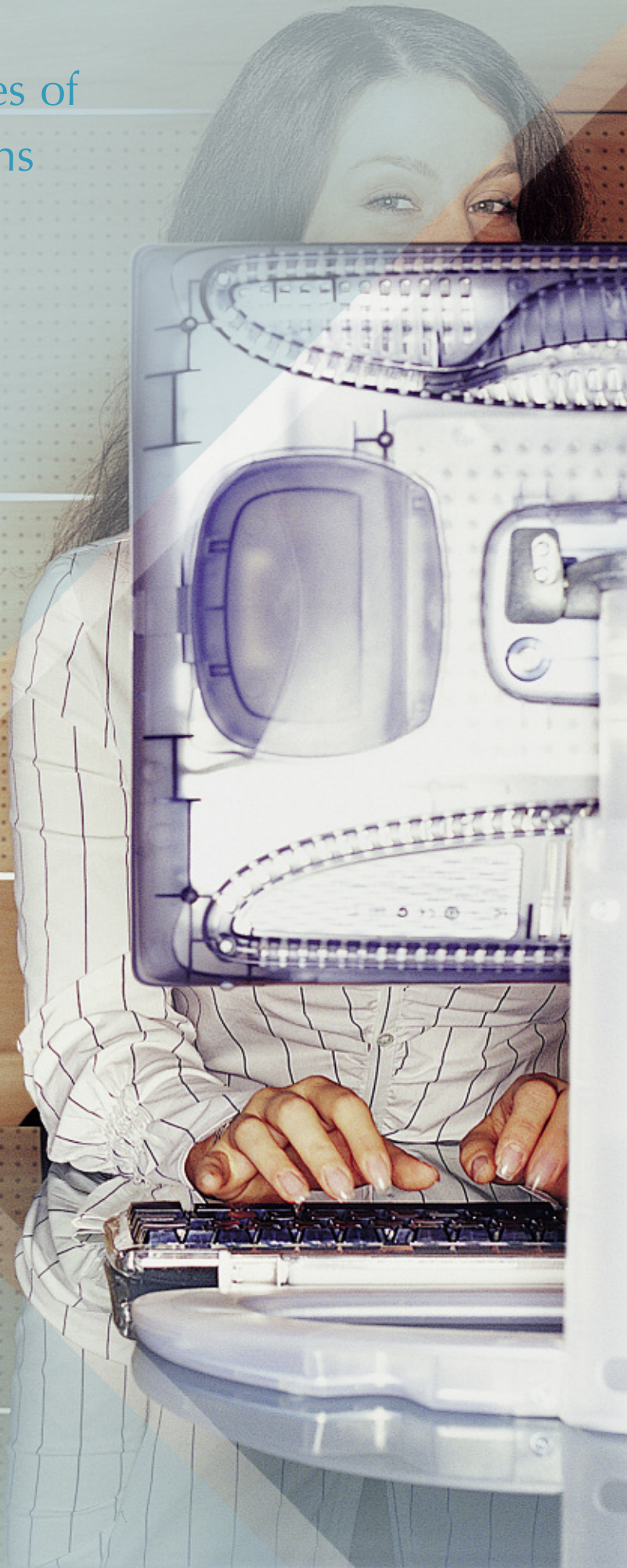
“The services provided were very professional and of a very high standard. Although this was a temporary location, the Sky Business Centres staff ensured they portrayed a professional image to both our customers and employees on behalf of Maybin. The centre was always kept in excellent condition and our requirements were always given the highest priority. I would have no hesitation in recommending Sky Business Centres.”

-Paul Byrne M.Sec.i.i.H.Dip.sec
General Manager, Maybin Resource Ireland



Most Common Causes of Workplace Invocations

- Power Failure**
- Communications Systems Failure**
- Hardware Failure**
- Phone System Failure**
- Crime**
- Flood**
- Plumbing Problems**
- Heating Problems**
- Access denied to Premises**
- Facility Failure**
- Fire**
- Civil Unrest**
- Upgrade/Scheduled Outage**
- Theft**
- Data Corruption**
- Virus**





How we react to your Office needs

1. Code GREEN

There is no apparent threat of a workplace recovery invocation.

2. Code ORANGE

Possibility of business interruption and workplace recovery invocation e.g. demolition on building next door, torrential rain forecasted and a history of flooding problems etc.

=> Warning made to Sky BC.

3. Code RED

Full Workplace Recovery requirement => telephone call to Sky BC.

Activation of 3-hour Workplace Recovery:

- Staff contacted as per pre-arranged plan (text, e-mail, telephone call etc.).
- Switch Office activity from dormant to active (connect laptops, dedicate telephone lines etc.)
- Redirect clients existing telephone lines to Sky Business Centres
- Panic management, welcome and induction for key staff at Sky Business Centres
- Contact Suppliers, clients etc. with update.
- Open for Business.



Workplace Recovery Locations

Sky Business Centres Clontarf

57 Clontarf Road
Dublin 3
Ireland
Telephone: +353 1 8537800
Fax: +353 1 8537801
Email: info@skybc.ie

15 Office Workplace Recovery Suites
55 Recovery Positions

Sky Business Centres Clonshaugh

Port Tunnel Business Park
Clonshaugh Technology Park
Dublin 17
Tel: +353 1 8941400
Fax: +353 1 8941401
Email: info@skybc.ie

15 Office Workplace Recovery Suites
68 Recovery Positions

Sky Business Centres Damastown

Plato Business Park
Blanchardstown
Dublin 15
Ireland
Telephone: +353 1 8851700
Fax: +353 1 8851601
Email: info@skybc.ie

18 Office Workplace Recovery Suites
98 Recovery Positions

Our Workplace Continuity Package

Full secretarial support



Recovery rehearsal



Two annual mock drill p.a.



Fully furnished workspaces



Car Parking



Broadband



Dedicated ISDN / I.P numbers



Web based support portal



Printing, photocopying, fax facilities



Server Housing

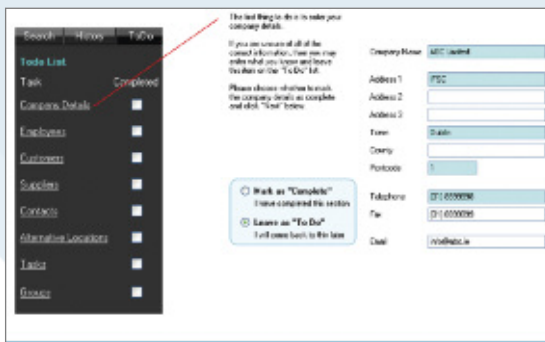


Your Free BCP Workplace Recovery Software

Free Licensed BCP Workplace Recovery planning software with Web hosting for Year one. This software will produce a Business Continuity plan for your business.

The Plan can be published and presented to your Clients, Employees, Insurance companies and financial institutions.

Step-by-Step Software Wizard



The first thing to do is to enter your company details.

If you are unsure of all of the correct information, then you may enter what you know and leave the other or the "To Do" list.

Please choose whether to mark the company details as complete and add "To Do" items.

Mark as "Complete"
I have completed this section

Leave as "To Do"
I will come back to this later

Company Name:
 Address 1:
 Address 2:
 Address 3:
 Town:
 County:
 Postcode:
 Telephone:
 Fax:
 Date:



You can now enter details of key members of staff.

Employees you have entered will be shown in the list on the right. To add a new employee, use the 'Add' button.

Add new employee

You can also search employees details you have already entered or create employees by selecting them in the list and clicking one of the following links:

Edit selected employee
Delete selected employee
 Once all of your key employees have been entered, click "Next" to proceed.

Mark as "Complete"
I have completed this section

Leave as "To Do"
I will come back to this later

Employee Name:
 Address 1:
 Address 2:
 Address 3:
 Town:
 County:
 Postcode:
 Telephone:
 Mobile:
 Email:
 Employee Type:



You can now enter details of key members of staff.

Employees you have entered will be shown in the list on the right. To add a new employee, use the 'Add' button.

Add new employee

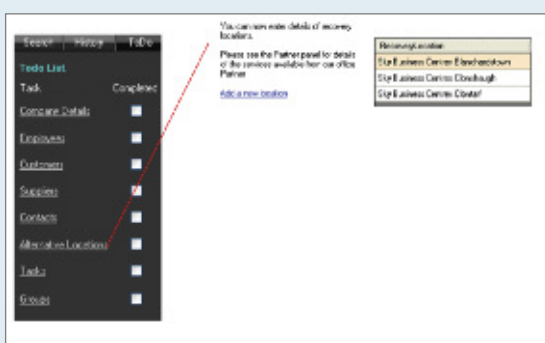
Take note of the number of employees in the list. If you are unsure of the correct information, then you may enter what you know and leave the other or the "To Do" list.

Please choose whether to mark the company details as complete and add "To Do" items.

Mark as "Complete"
I have completed this section

Leave as "To Do"
I will come back to this later

Recovery Location:
 Address 1:
 Address 2:
 Address 3:
 Town:
 County:
 Postcode:
 Telephone:
 Mobile:
 Email:
 Employee Type:



You can now enter details of recovery locations.

Please use the Partner panel for details of the services available here on Office Partner.

Add new location

Recovery Location:
 Step 1 - Bristol Centre - Broadmead
 Step 2 - Bristol Centre - Clifton
 Step 3 - Bristol Centre - Clifton
 Step 4 - Bristol Centre - Clifton



How to proceed

1. Complete a Survey Requirements form
2. A proposal with costs will be provided - per workstation, per annum
3. Minimum licence is 3 Years
4. Signing of licence
5. Business Continuity Planning software is provided free of charge
6. Full implementation of your needs by Sky Business Centres
7. Backup drill
8. Plan is Live

Testimonial

"We would recommend Sky Business Centre because of its well organised, efficient and friendly staff. The centre is in a great location and as this is a temporary location for us it was important that we had facilities that were of a very good standard and set in a professional environment"

- Phyllis McCluskey
Amgen Ireland Ltd



Head Office

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Ireland

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