FM Resilience

Business continuity

Your FileMaker database is important to you. It manages a significant part of your business. What would you do if you could not use the database one day? If the database became corrupt or the computer hosting it dies? How much business would you potentially lose?

This is where FM Resilience comes in. FM Resilience guarantees business continuity by securing your database and providing rapid recovery should the worst happen.

FM Resilience is a single package that contains these valuable features:

▸ A monitored backup plan. *See table right*.
▸ A backup integrity check. Every backup is checked and once-a-week one is checked thoroughly, manually, using a suite of diagnostic tools.
▸ A full rapid-recovery programme, ensuring that you're up-and-running with the minimum of down-time. *See box right*.
▸ Software updates to FileMaker Server.

The price for FM Resilience depends on the number of separate FileMaker files that you want to include in the service. *See below*.

Backup plan	Saved Locally	Saved offsite	Auto integrity check	Manual integrity check
Hourly	✓		✓	
Daily	✓	✓	✓	
Weekly	✓	✓	✓	✓

Rapid recovery

Recovering rapidly from catastrophic failure requires, first of all, a good backup. FM Resilience provides this. The next step depends on the nature of the failure. We can offer any of these options to ensure that you're up-and-running as quickly as possible:

▸ Move your database to another computer.
▸ Loan you a server computer with FileMaker Server pre-installed for two weeks.
▸ Host your database off-site temporarily.

Database files	One-off setup fee	Per month	Per year
1-5	£249.99	£189.99	£2,079.99
6-20	£349.99	£299.99	£3,289.99
21-40	£449.99	£399.99	£4,799.99
41-60	£549.99	£499.99	£5,489.99
61+		Please contact us	

Interested?

Contact Lambert/rubicon via:

▸ +44 (0)845 056 9537
▸ enquiry@lambert-rubicon.com
▸ www.lambert-rubicon.com (scroll down)

Details of the FM Resilience service

Setup Generally, we can only provide the FM Resilience service if the computer hosting the FileMaker files is running FileMaker Server; if the host computer meets the minimum specification for FileMaker Server laid down by FileMaker (the company), is less than five years old and has sufficient free disc space to accommodate all of the backups; and if FileMaker Server is version 11 or newer. However, we will consider alternative set-ups on a case-by-case basis.

During the set-up we will perform a manual integrity check of all database files. If this finds any problems, we will produce an estimate of what is required to fix the database file(s).

Backups The backup plan consists of hourly, daily and weekly backups. We will monitor every backup event so that we can identify potential problems immediately. The backups will be saved both locally and offsite.

Every backup will be subjected to an integrity check. Integrity checks will be automated for the hourly and daily backups. The checks will be monitored so that we can identify potential problems immediately.

We will perform a manual integrity check on the weekly backups. The manual integrity check will use a number of tools to carry out thorough checks. We will produce a concise verification report every week.

We can not guarantee that integrity checks will find every possible instance of corruption in a database file nor that the passing of an integrity check means that a file is definitely, 100%, free of corruption. We are limited by the tools that are available for performing these checks and by the information that FileMaker (the company) releases regarding the structure of FileMaker files. In our experience, however, a database that passes a thorough integrity check is in excellent condition and is extremely unlikely to fail. (We have never seen a failure in a file that has passed a thorough integrity check.)

If an integrity check identifies a problem with a file, we will inform you immediately and will produce an estimate of what is required to fix the database file(s). As a user of our FM Resilience service, the estimate will be based on our contract hourly rate (2015: £62) not our ad-hoc hourly rate (2015: £92).

Recovery Our aim will be to get you up-and-running as quickly as possible, minimising your down-time. The time that we spend helping you to recover from an incident will be covered in FM Resilience, provided that you allow us to use the most recent good backup. Should you want us to try to recover data from a crashed file that is more recent than the youngest good backup – e.g. if you want us to try to recover data entered within at most one hour (since there will be hourly backups) – then the time that we spend recovering the data is **not** covered in FM Resilience.

Three serious incidents are covered in any one year of FM Resilience. A serious incident is one where, for example, the server fails. In contrast, a minor incident is one where, for example, a backup does not occur for some reason (other than server failure). There is no limit to the coverage of minor incidents.

Updates If you have a current FileMaker Maintenance Agreement – an agreement between yourselves and FileMaker (the company) – we will apply all released minor updates to the FileMaker Server software. This means, for example, that we will update the software from version 13.2 to version 13.3 but will not update it from version 13.2 to version 14.1.

Access We will require full administrator access to the FileMaker Server software and to the computer on which it runs.

General Our general terms and conditions apply; you will be sent a copy of these with our formal quote.