



## Operational Processes

### Disaster Recovery and Back-ups

TNZ Group utilizes multiple data centre locations.

TNZ's DR and BCP focus is on server redundancy and having enough operational equipment to withstand an outage (ie the more live servers and connections, the better).

The dual location format also adds an additional degree of security with VPN access only and extremely restricted physical access, as well as a partial air gap between the two networks.

#### DATA CENTRE, AUCKLAND, NEW ZEALAND

- Airgapped network containing redundant servers - all servers have a live failover and are load balanced
- Critical servers have multiple redundant servers
- Triple IP Links (IP data) – 2x High Speed Fibre (100mbps or greater), 1x WAN (5mbps for management and data transfer)
- Dual IP Links (voice data) –2x Fibre
- Separated data providers for ISP resiliency
- Colocated Data Centre with full UPS Battery Backup and External Generator Power Backup (separate UPS systems for each group of redundant servers)

#### AMAZON WEB SERVICES, SYDNEY, AUSTRALIA:

- Duplicate server stack hosted via AWS
- Live spares available to withstand full traffic volume/failover at any time
- Utilizing AWS industry-standards to ensure business continuity and resiliency