

# Disaster Recovery Policy

## Introduction

This policy covers instances where the customers database is located both on premises and off site. Both scenarios have different options for disaster recovery (DR). Please contact your Account Manager should you require an alternative approach.

### *On Premises DR Policy*

SG Systems Global installs a database (MS SQL or MySQL) onto a customer's existing server. It is the customers responsibility to ensure adequate backup and restore policies and procedures are in place prior to system deployment. For details on server minimum specifications and system requirements please visit <https://sgsystemsglobal.com/v5-system-requirements/>

### *Hosted DR Policy*

SG Systems Global utilizes our clients preferred cloud storage partners. We normally use Amazon AWS or Microsoft Azure.

**Amazon AWS** DR details can be found at <https://aws.amazon.com/cloudendure-disaster-recovery/>

**Microsoft Azure** DR details can be found at <https://azure.microsoft.com/en-us/solutions/backup-and-disaster-recovery/#overview>

If another hosting option is preferred, SG Systems Global can include the third-party policies in this document as a revision.