What is EBSCO's backup and recovery policy?

The EBSCO Information Services (EBSCO) multiple data center approach to hosting applications provides fault tolerance for major disasters that could potentially affect its main locations. The hosting infrastructure within each data center is highly redundant with automated load balancing, fault-tolerant network devices, emergency power generation and Uninterrupted Power Supply (UPS).

This redundancy allows EBSCO to perform planned maintenance and upgrades while also facilitating recovery from unplanned disruptions within its targeted Recovery Time Objectives (RTO), which range from 10 minutes to 8 hours, with a Recovery Point Objective of 24 hours or less.

EBSCO uses full mirroring for our critical applications/data to a redundant data center and tape backups for non-critical applications/data. This occurs on a daily, weekly and monthly basis.

EBSCO backs up data via tapes that are sent off-site weekly.