



RADR: remote access disaster recovery

RADR™ (Remote Access Disaster Recovery) is a system back-up option provided by the Tessitura Network combined with desktop deployment capability in the event of an emergency. **RADR** provides a place for Tessitura Licensees to store alternating sets of SQL back-ups so at any point in time there is data available from the last two back-up actions. If the need arises and you must access Tessitura via **RADR**, your back-up system is deployed to your designated computer terminals via the internet.

RADR remote access can be activated in four hours and the subscribing organization is provided access software in advance along with User ID's when a recovery event is initiated. Customer data is monitored on a 24-hour basis in a physically secure data center.

What does Tessitura provide to RADR Clients?

- An annual run-through of **RADR** functionality
- Two alternating locations to drop nightly back-up files
- Monitored, secured back-up data

What does the Client need to provide?

- Nightly backups of Impresario, Impresario_cci, payment systems, custom report files and encryption key
- Functional proficiency with the Tessitura application
- A primary contact point for the administration of this plan

The monthly **RADR** fee is based on the number of concurrent users who will utilize the system when the need arises and are priced in blocks of five. There is also a one-time organizational administration fee which covers setup and testing. Detailed pricing information and a contract are provided upon request.

Note that this plan is separate and distinct from the Tessitura Network Membership. The required back-up Tessitura credit card server and report server are included. The plan has a one year initial contract which rolls over to become a quarterly commitment unless cancelled or terminated. There is a 60 day notice period to terminate.

Tessitura clients utilizing **Remote Access Managed Plan (RAMP)**, our hosted option, don't have to worry about **RADR** as their data is already being backed up appropriately and is accessible via their authorized work stations.

For more information about **RADR**, please contact Marty Kennedy, Tessitura Director of Implementations, at +1 888-643-5778 x339 or mkenedy@tessituranetwork.com.

For further information about the Tessitura Network, please don't hesitate to contact us:

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