

eMASON, Inc. Disaster Recovery Summary:

eMASON, Inc. has an established Business continuity and Disaster Recover Program (BCP/DR) in place. This outline will provide high level information of what actions will be invoked by eMASON in the event of a significant event that could affect customer operations and continuation of service.

Our hosted customer's primary processing facility is located in Charlotte, NC at the Peak 10 datacenter facility; the alternate facility for recovery purposes, is located in the Peak 10 Tampa datacenter. If the Charlotte environment is deemed unusable, operations will be moved to Tampa to continue customer processing. If the Charlotte datacenter is not recoverable, Tampa will become the primary and we would configure a different Peak 10 facility to become the new alternate in a different location.

eMASON's corporate primary production facility is Peak 10 Tampa with the alternate being Peak 10 Charlotte, the inverse of our customer's. The same events stated above for an eMASON recovery are outlined in our plan.

In the event of a Pandemic or other disaster that impacts our engineers, our plans include very specific "Build Procedures" that can be utilized by any competent datacenter engineer to restore service for our customers. We are contracted with Peak 10 for these types of managed services utilizing their engineers. eMASON also has an established community banking agreement that Peak 10 can leverage in the event either or both of these datacenters are destroyed.

Pertinent Excerpts of the eMASON BCP/DR Plan:

Types of Potential Emergency Incidents:

There are many events that can disrupt a single business or an entire geographic area; these are a few examples of events that we are prepared for:

- 📁 Environmental Disasters (Weather, flood, fire)
- 📁 Pandemic Illness
- 📁 Organized and/or Deliberate Disruption (Human)
- 📁 Loss of Utilities and Services
- 📁 Equipment or System Failures
- 📁 Serious Information Security Incidents (Virus, Worms, Denial of Service Etc.)

Priorities:

There are four priorities to be cognizant of in the BCP/DR Program:

- 📁 Ensure Employee Safety
- 📁 Continue Customer Support
- 📁 Continue Technical Operations for our customers and eMASON.
- 📁 Return to Business as Usual (BAU) as soon as possible

BCP/DR Declaration Levels

Declaration Levels are a numerical scale from one to five, with one being the least severe. The declaration levels communicate a level of readiness of employees as well as the severity of the incident. These declaration levels pertain to critical corporate assets as well as the customers computing assets. (Example: eMASON file servers out of service or any outage that affects the majority

of eMASON employees or any continued service interruption to the customer.) No declaration level represents business as usual (BAU) or simply the service interruption/communications process is invoked and no escalation has occurred yet.

- Level 1: Will be declared when corporate communications are disrupted and eMASON must utilize cell phone or wireless internet connectivity to service our customers or perform wireless administration to our technology assets. Level one will also be declared when the customer is encountering a continuing service interruption and the root cause is not known yet.

Activities: The service interruption process is invoked and followed.

- Level 2: Will be declared when operations are being conducted from the primary facility however they are operating on redundant equipment or in a reduced capacity and have not been transferred to the alternate facility. Level 2 is also adequate in the case of eMASON employees' not being able to establish alternate communications for any reason even though primary customer/corporate operations are unaffected in the primary facilities.

Activities: Recovery Plan Development and execution, Testing and Return to BAU. Establish communications.

- Level 3: Will be declared when operations are out of service or have been transferred or need to be, to the alternate facility. Level 3 will remain in effect until operations are restored to the primary facility.


Activities: Assess the current state and execute a developed a plan to restore the primary facility. Test the operability of the primary facility and if satisfactory, return production operations to the primary.

- Level 4: Loss of operations to the degree of required hardware replacement (possibly complete rebuild) in the most efficient manner at the best location.


Activities: If a previously used facility is not acceptable, contact Peak 10 for use of one of their other facilities. Analyze what assets are required and contact vendors for overnight replacement to the correct facility. Assemble team to build out new equipment and implement.

- Level 5: No expectation of recovery (Catastrophic Event Nationally)

Additional Details on Primary and Alternate Facilities:

-  Peak 10 Charlotte Facility (Primary for Customer Operations and Alternate for Corporate Operations):

This facility is the primary facility for the day-to-day processing of customer data. We currently contract with Peak 10 to provide managed services which includes: monitoring of equipment, system administration work on the operating systems and appliances, managing tape backups and notification of interruptions to service. The architecture of the customer assigned equipment is fully redundant and configured to automatically cross over to the redundant equipment in the event of an interruption.

-  Peak 10 Tampa Facility (Alternate for Customer Operations and Primary for Corporate Operations):



Helping enterprises simplify and clarify their processes.

This facility is the alternate for disaster recovery operations in the event Charlotte has suffered a total interruption to service. The customer data is constantly updated to the Tampa facility for the quick restore of customer operations in the Tampa data center. The Tampa facility also houses our corporate computing environment as the primary location. In the event of a service interruption at Peak 10 Tampa, the alternate site is Peak 10 Charlotte. The corporate data is replicated to Charlotte from Tampa continually for a quick restore to corporate computing operations.

This facility also has as a last resort, internet connections and telephones available in a modest workspace, this area may be used by eMASON employees to continue customer support. (The workspace will be utilized in the event wireless internet and cellular service is not available).

eMASON has a corporate office in Dallas for use in the event of a regional disaster.

On site visits to the data centers can be arranged with prior notice. More detailed information on our infrastructure will be provided under a non disclosure agreement.

Thank you for your interest!

If further information is required, please call eMASON at 866.222.3370.