
ERP TECH

SUMMIT 2024

Don't Neglect Your Tech

The Fundamentals of Protecting Your Business

Resilience and Redundancy

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Agenda



Introduction



ICG's Approach & Value We Deliver



Resilience and Redundancy

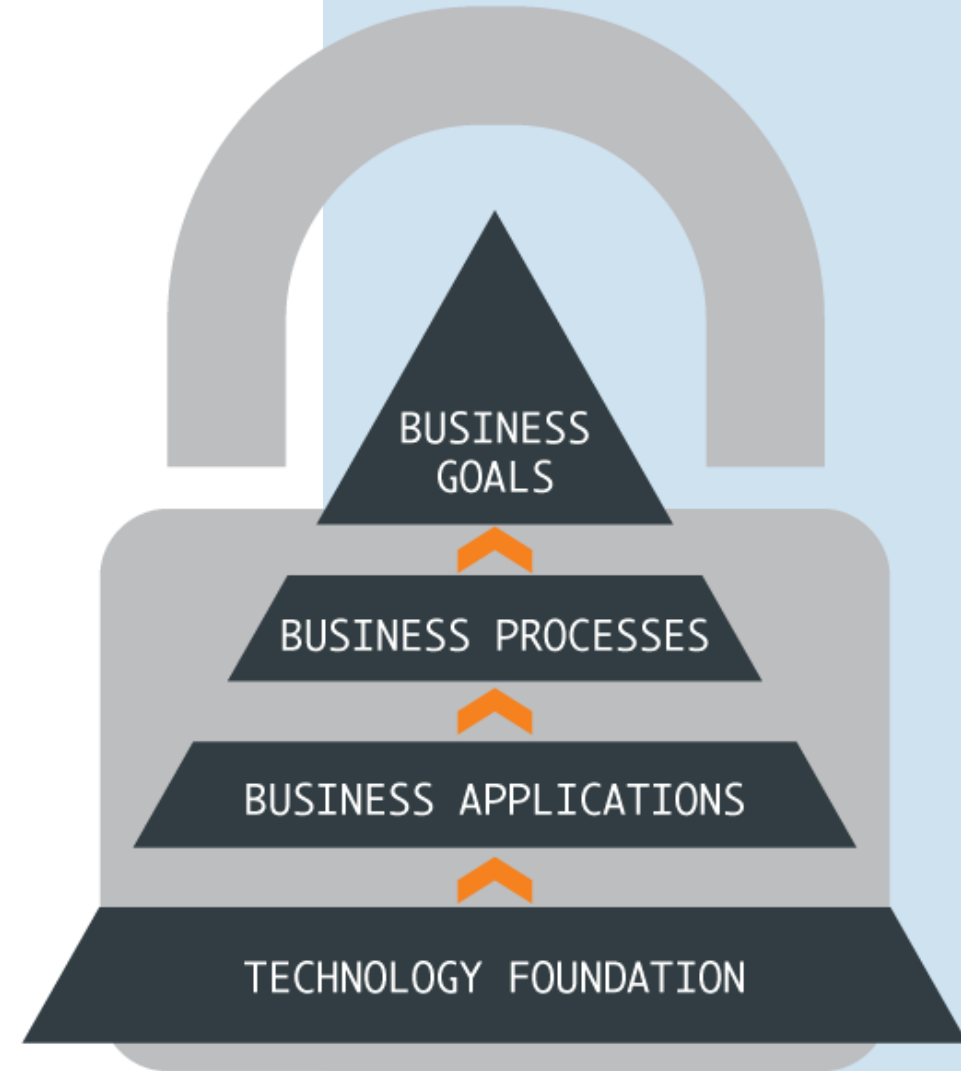


Discussion & Next Steps

The ICG Approach

A solid **technology foundation** delivers your **business applications** when and where you need them. These two combined implement your unique **business processes**, allowing you to reach your **goals**.

ICG is a process-driven business technology company that ensures your IT platform securely delivers your applications and processes whenever and wherever you need them.



O U R M I S S I O N :



Deliver innovative and reliable business and technology solutions that exceed our client's expectations, resulting in reduced cost, improved efficiency, and a guaranteed ROI.



O U R V I S I O N :



Enable enterprises of all sizes to leverage technology for business growth and success.



Value We Deliver

ERP SOLUTIONS

One-Stop Shop for Fourth Shift, VISUAL, Acumatica

- Sell ERP
- Cloud Hosting
- Implementation
- Optimization
- ERP Upgrades
- Training
- Develop/Customization
- And More!

ICG is uniquely qualified with both IT and ERP under one roof!



IT SERVICES

We Architect & Implement Strategic IT Solutions:

- Managed Services
- Technical Support
- Cybersecurity
- Cloud Infrastructure
- Data Center Infrastructure
- Virtual Desktop Infrastructure
- TSR and Health Checks
- And More!

Resilience



Definition – Able to withstand or recover quickly from difficult conditions.

IS YOUR NETWORK RESILIENT?

Can your Network Recover from:

- Hardware Failure
- Power or Cooling Failure
- High Usage Systems
- Rapid Growth
- Ransomware or Data Corruption
- Cybersecurity Attack

WHY RESILIENCE IS IMPORTANT.

Why is it Important?

- Less Downtime (99.99999%)
- Happy Users/Owners (Stay Productive)
- Recover Quickly in an Event
- Be Proactive vs Reactive
- Get to be Hero
- Grow Without Having to Replace

Redundancy



Definition – The process of providing multiple paths for traffic so data can keep flowing in the event of a failure.

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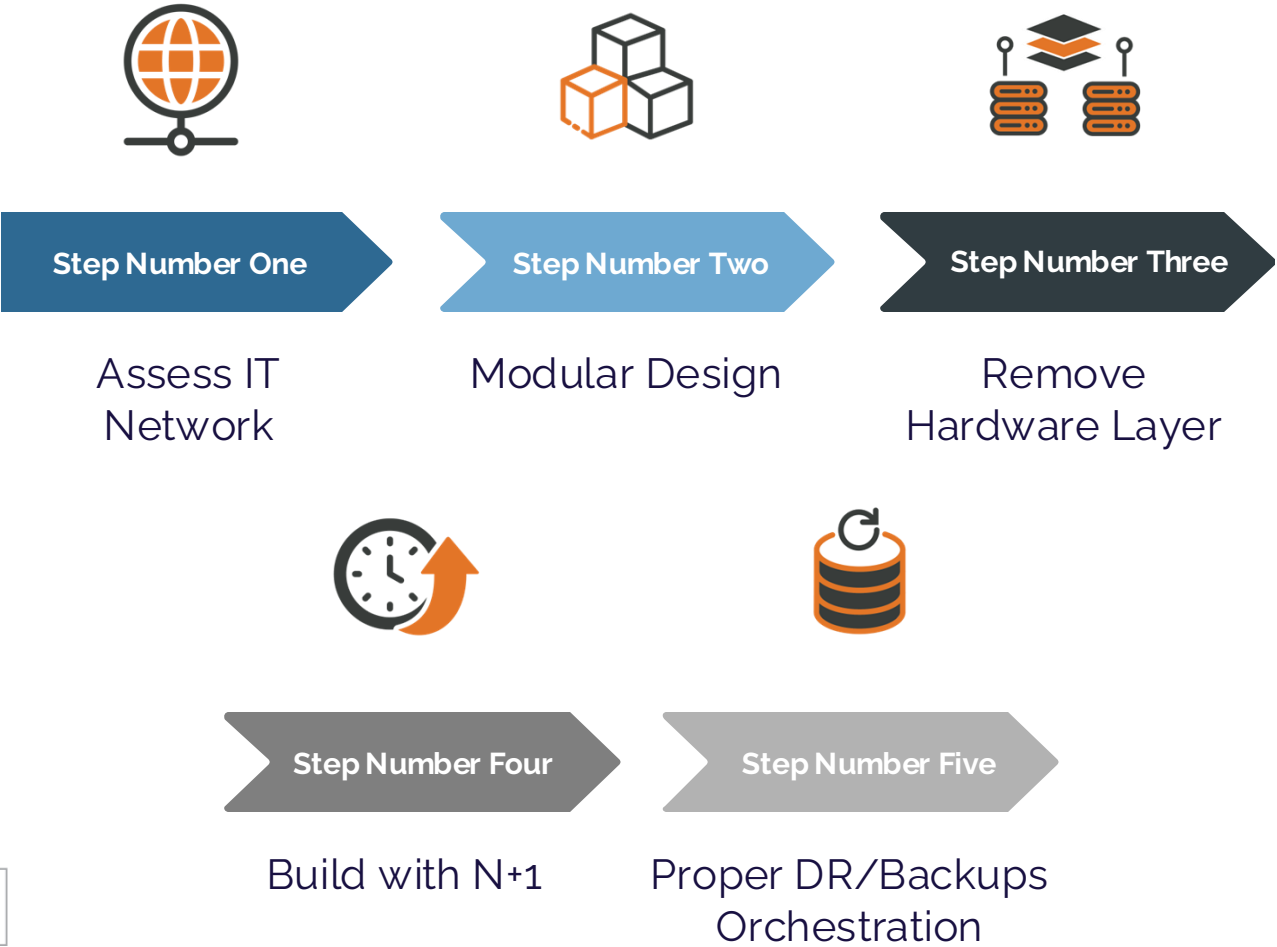
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How Can We Become Resilient and Redundant?





Resilience & Redundancy Details



Assess Network

- Look at Existing IT
- Determine R&R at Each Layer
 - Servers
 - Storage
 - Internet
 - Network/Firewalls
 - Applications
 - Backups
 - DR
 - Client Devices



Modular Design

- High Availability
- Separate Compute
 - CPU
 - Memory
 - Storage
 - Network
- Offsite Backups
- DR Failover
 - (Active/Active or Active/Passive)
 - Determine RPO/RTO



Cloud/Virtualization

- Move Applications to Cloud (SaaS)
- Move Infrastructure to Cloud
 - Private or Public
- Use Virtualization on Prem
 - Vmware
 - Hyper-V
 - Nutanix
- Hybrid
- Secure Access Service Edge (SaSe)
- Cloud Management



Resilience & Redundancy Details



Build with N+1

- Design with scalability
- Keep enough compute to continue with hardware loss
- Use High Availability where necessary
- Budget to help determine level of redundancy



Backups/DR Orchestration

- Backups of Data
 - Onsite
 - Offsite
 - DR if Possible
- DR Site determine RPO/RTO
- Automation for faster recovery



KISS Principle

- Keep It Simple
- Don't fall in love with the shiny toys
- Used Managed Service Providers (MSP) as necessary

Don't Neglect Your Tech



Hardware Refresh

- Replacing old hardware before it is End of Life by vendors
- Modular Design allows for smaller replacement cycles
- Refresh Planning creating a cycle (Best with PCs/Laptops)
- Look at Cloud (get out of data center business)
- Don't forget Cooling and Power (UPS)



Keeping Systems on Latest Version

- Keep Hardware on latest supported Versions
- Update software to stay on supported versions
- Try not to get more than 1 version behind



Patching

- Keep Windows Systems Patched
- Patch 3rd Party Software as required
- Support Hardware and Software on latest patches if unable to get on latest version

Don't Neglect Your Tech

- Don't let your systems get out of date: begin planning for refresh with enough time to get hardware replaced
- Look at new technology to replace older technology
- Align IT to the company business process
 - Hint: Easier to get budget from CFO
- Develop refresh Cycle
- Updated Tech has higher uptime metrics





Discussion and Questions





Thank You!