

# Transoft Solutions Inc - Disaster Recovery & Business Continuity Summary

## Our Commitment to Service Continuity

Transoft Solutions is committed to maintaining the availability, integrity, and confidentiality of our services and information assets. Our Disaster Recovery (DR) and Business Continuity (BC) framework is designed in alignment with ISO 27001 requirements - particularly the organizational and resilience-focused controls in Annex A of the [•] - to ensure our customers experience uninterrupted, dependable service.

## Disaster Recovery Overview

Our **Disaster Recovery Plan** defines how we restore essential systems and services following a significant disruption. It focuses on maintaining data integrity and restoring critical functions rapidly and safely.

## Key Elements of Our DR Approach

- **Structured Recovery Process:** Our DR model follows a clear sequence - incident detection, impact assessment, declaration, recovery activation, system restoration, and return to normal operations.
- **Data & System Recovery:** We maintain robust procedures for restoring key IT systems and business-critical data in alignment with recovery time and recovery point objectives.
- **Resilient Infrastructure:** Core systems are protected through secure cloud hosting, redundancy, and regular backups to support swift recovery in adverse situations.

## Business Continuity Overview

Our **Business Continuity Plan** ensures that services remain available to customers, even when normal business operations are disrupted.

## Key Principles of Our BC Framework

- **Preparedness for a Range of Scenarios:** Plans consider potential disruptions such as severe weather, power outages, health emergencies, and facility inaccessibility.
- **Continued Customer Support:** Processes ensure that customers receive the same high level of service, even during unexpected events.
- **Staff Coordination & Communication:** Clear communications protocols guide staff on how to maintain operations and support customers when changes to working practices are required.

- Risk Mitigation & Planning: We maintain an active risk register and regularly review mitigation and contingency measures to strengthen organizational resilience.

### **How We Ensure Resilience**

- Regular Reviews & Testing: Plans are periodically reviewed and tested to ensure readiness and compliance with industry standards.
- Global Accessibility: Our cloud platforms and collaboration tools allow continuity of operations from distributed locations.
- Clear Responsibilities: Dedicated roles and teams oversee recovery and continuity measures, ensuring coordinated and timely actions.

### **Our Focus**

We ensure that the principles of availability, integrity, and confidentiality remain protected even during adverse situations. Our aligned DR/BC framework gives customers confidence that Transoft Solutions can:

- Provide stable, reliable services
- Protect information assets during disruption
- Recover efficiently and securely
- Adapt through continual improvement