



CU*ANSWERS
Network Services Presents:
What is Virtual Branch?

Virtual Branch is a service that provides a virtual recovery environment at CU*Answers that can be utilized in the event that your credit union has a disaster. There are two options with Virtual Branch:

- 1) Virtual workstation access to CU*BASE and ProDOC (including CU*Spy access).
- 2) Everything mentioned above, plus recovery of credit union servers backed up by CU*Answers Network Services.

Who is it for?

Virtual Branch can be used by any CU*Answers clients, CU*BASE clients, or CU*Answers Network Services Managed Backup clients.

What is the purpose of the annual Virtual Branch test?

Disaster recovery plans are only as good as their real world results. We want to be prepared if should you ever need to recover your environment. The annual test gives us an indication of how much time is required and allows you to validate the recovery process works like it should.

Why do I need it?

Virtual Branch is the service that adds a recovery path for your critical data and services. It will allow you to keep your institution running in the event of a disaster.

When will you use Virtual Branch?

Virtual Branch can be turned on in the event of a disaster at the credit union, such as during a fire, flood, natural disaster, etc. Network Services will work with clients to test Virtual Branch on an annual basis. The annual test is included with the service. However, disaster declaration recovery will include fees as noted in the contract. The Virtual Branch recovery environment will be accessible over any internet connection.

How does it work?

Network Services will reserve computing resources in our datacenter to recover your servers from backup. We also provide virtual desktops so all you need is an internet connection and a computer to connect to your critical applications and data.