



▶ **PLAN** THE STEP BY STEP ACTIONS YOUR ORGANIZATION WILL FOLLOW DURING A CRISIS



▶ **PROTECT** YOUR COMPANY'S CRITICAL INFORMATION



▶ **COMMUNICATE** CONTINUOUSLY WITH YOUR CUSTOMERS AND EMPLOYEES DESPITE ANY THREAT

○ PLAN | ○ PROTECT | ○ COMMUNICATE

# Customer focus



## E-ternity Assists Heritage Education Funds Inc. In Addressing their Disaster Recovery Requirements

*E-ternity's A.I. All-Inclusive Program a Perfect Fit as Heritage Improves their Ability to Navigate Through Any Threat to their IT Systems*

### Heritage Background

Heritage Education funds has been a successful provider of Registered Education Savings Plans since 1965. Heritage Education Funds Inc. is a subsidiary of Heritage Financial Group Ltd. Heritage Education Funds - distributor of the Heritage Plans and Impression Plan, provides some of the highest performing, safest and most flexible RESPs in Canada\* with over \$1 billion dollars in assets under management.

Their main objective is to provide Canadian children with the opportunity to pursue a post-secondary education. Since that time they have enrolled over 500,000 children who may have received over \$2 billion in Education Assistance Payments and Principal.

More information about Heritage Education Funds Inc. can be found at:

[www.heritageresp.com](http://www.heritageresp.com)



*“Heritage Education Funds sells security and peace of mind to their clients and today they can confidently say that they can continuously deliver those same benefits without fear of any business disruption”*

Greg Onoprijenko, Managing Director Sales, E-ternity



plan. protect. communicate

[www.e-ternity.ca](http://www.e-ternity.ca)

# “From the beginning, we were impressed with *E-ternity’s* competence and expertise.”

Kalpana Siva  
Vice President, Operations and IT  
Heritage Education Funds Inc.

## Planning for the Future

Heritage Education Funds Inc. understands the importance of planning for the future. As one of Canada’s leading RESP providers, they have helped over 500,000 Canadian children pursue post-secondary education. So when it came time to address the need to protect their own future, they were fully committed.

Heritage has experienced explosive growth in recent years and as a result, their IT infrastructure requirements have also increased accordingly. As technology has taken on a more important role in the organization, the need to deliver continuous service despite any threat to all stakeholders has also arrived. Heritage decided to implement a Disaster Recovery strategy to protect their critical IT systems and chose to enlist the help of a third-party organization vs. taking on the challenge internally. Heritage turned to *E-ternity Business Continuity Consultants Inc.* for advice.

“We have a long term vision in mind for our organization, and it’s important to us to partner with organizations that share those same values,” began Kalpana Siva, Heritage’s Vice President of Operations and IT. “After researching the consulting marketplace, we decided to move forward with *E-ternity*. From the beginning, we were impressed with *E-ternity’s* competence and expertise.”

## A Program, Not Just a Plan

After working closely with Heritage to ensure their understanding of Heritage’s objectives, *E-ternity* recommended that Heritage consider the *E-ternity A.I.* Services Offering.

The traditional approach to Business Continuity consulting involves commencing a project and delivering services with a clearly defined completion point. The end result of this type of services engagement would be a point-in-time document.

*E-ternity A.I.* (All-Inclusive) is a program that encompasses *E-ternity’s* entire Business Continuity Consulting Methodology, plus EverGreen Data Continuity Inc.’s powerful, award-winning Mitigator™ software tool, and offers it as a fixed term, fixed rate monthly payment program. Thus the customer actually receives a customized, on-going program designed to address the fluidity of their recovery requirements vs. a document addressing the firms’ needs at one particular point-in-time.

*E-ternity’s* Methodology is broken down into three distinct phases:

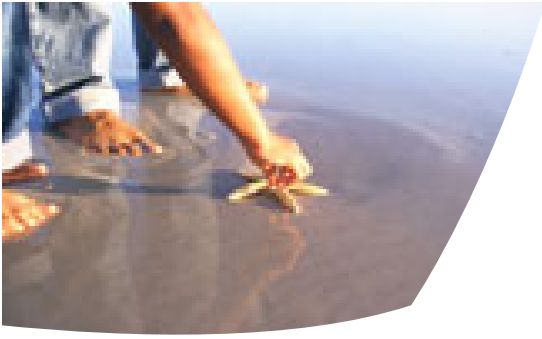
In the **Analysis Phase**, *E-ternity* will determine the current state of preparedness, and offer guidance on potential courses of action.

In the **Development Phase**, *E-ternity* will develop a complete Business Continuity and/or Disaster Recovery Plan, a customized program to integrate the policies and procedures into the corporate culture, and training sessions to ensure the all employees are comfortable with the procedures.

In the **Maintenance Phase**, *E-ternity* will provide an on-going program designed to ensure the validity of the Business Continuity and/or Disaster Recovery Plan and to keep the Plan up to date and communicated to all key personnel.

And with *E-ternity A.I.*, customers also receive Mitigator™ SaaS (Software as a Service), EverGreen Data Continuity’s award-winning Business Continuity Software tool.





“The *E-ternity A.I.* Program is an excellent vehicle for any organization to achieve their Business Continuity objectives.”

Jim Crocker  
President and CEO  
Heritage Education Funds Inc

#### Peace of Mind at Last

With *E-ternity A.I.*, *E-ternity* developed a complete Disaster Recovery Program that covered all of Heritage’s objectives.

Kalpana Siva was extremely impressed with the rollout of the program. “*E-ternity’s* competence around Disaster Recovery was obvious. Their staff is experienced and they work hard to ensure all the bases are covered.”

“The *E-ternity A.I.* Program is an excellent vehicle for any organization to achieve their Business Continuity objectives,” commented Jim Crocker, Heritage’s President and CEO.

“The combination of *E-ternity* Professional Services, an intuitive software tool, and a focused on-going program is an amazing

formula for success. *E-ternity* has really hit a home-run with the *E-ternity A.I.* concept,” summarized Kalpana Siva.

“Heritage had the right attitude. They were focused on protecting their business and they were committed during every step of the process,” said *E-ternity’s* Manager of Business Continuity Management Services Anthony Coxall .

“Heritage Education Funds sells security and peace of mind to their clients and today they can confidently say that they can continuously deliver those same benefits without fear of any business disruption,” Greg Onoprijenko, *E-ternity’s* Managing Director of Sales, commented.

For information on how your organization can benefit from *E-ternity’s* services, please contact:

[info@e-ternity.ca](mailto:info@e-ternity.ca)  
or log onto  
[www.e-ternity.ca](http://www.e-ternity.ca).

“The combination of *E-ternity* Professional Services, an intuitive software tool, and a focused on-going program is an amazing formula for success.”

Kalpana Siva  
Vice President, Operations and IT  
Heritage Education Funds Inc.

#### About E-ternity

E-ternity Business Continuity Consultants Inc. is a Mississauga, Ontario based organization focused on providing Business Continuity Services, High Availability Data Solutions, and Voice Continuity Services to customers in Ontario. *E-ternity* is laser-focused on designing and implementing solutions that will allow customers to achieve a perpetual state where their business will never experience downtime again. The organization prides itself as a single-source provider that brings customers best of breed technologies and methodologies and deploys them in a cohesive, integrated fashion. *E-ternity* helps customers find the perfect intersection between their acceptable risk and their available budget.