

TECH CHOICES



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Agility Leads In Mobile Disaster Recovery Solutions

The Forrester Wave™ Vendor Summary, Q1 2006

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EXECUTIVE SUMMARY

Agility Recovery Solutions focuses exclusively on mobile and hardware quick-ship options for both client workstations and small- to mid-size servers and storage hardware. Agility operates across North America and boasts the largest fleet of mobile trailers and number of staging locations (80). Agility also works with multiple satellite providers to enable rapid recovery, typically as an interim solution to restoration of terrestrial communications links.

AGILITY IS BEST SUITED FOR LARGE-SCALE, RAPID-RESPONSE MOBILE RECOVERY

While both Rentsys and SunGard offer competitive solutions, Agility can respond to regional disasters with a greater inventory of mobile units and resources. It also has the most robust portfolio of satellite services in the industry. Agility will partner with both Hewlett-Packard and IBM to deliver combination fixed-site and mobile solutions; historically, its relationship has been stronger with IBM. Although selling services through business partners is still a critical component of Agility's success, it has established a more direct sales channel in the past two years and buyers can secure more favorable pricing by going direct in some situations. Although not typically the low-cost provider, Agility does offer consistent pricing and favorable contract terms.

Forrester evaluated Agility's current service offerings and strategy for mobile recovery services against 49 criteria (see Figure 1). Overall, the company has service offerings that are characterized by strong coverage and service-level delivery, but it may not offer the flexibility or competitive pricing of its chief rivals. This means that the service is an especially good fit for buyers that:

- **Need a large-scale mobile response.** Agility's solution is best suited for clients with recovery plans predicated on widespread coverage of mobile resources across North America that require substantial client and/or server resources.
- **Prefer short-term agreements.** Because Agility has experienced very high client retention rates, it is comfortable offering contract terms as short as 12 months. This can be of significant value to clients unsure of mobile recovery strategies that are looking for a proof of concept.

To see how Agility stacks up against five other competitors, see the Forrester Wave™ evaluation of the disaster recovery services market.¹

Figure 1 Agility Mobile Recovery Solutions Evaluation Overview


CURRENT OFFERING	
Geographic scope	Mobile recovery solutions are unique to North America. Within this market, Agility has advantages in fleet size, number of staging locations (locality), and satellite capabilities.
Platform support	Platform support considers the inventory of hardware and software image restore capabilities for a given platform. Agility has adequate resources to address Intel, UNIX, and select midrange requirements.
Testing utilization	Testing utilization is not typically a constraint for mobile recovery solutions as it is for fixed-site solutions. Agility custom prices test exercises. Specific data was not provided and is assumed based on client feedback.
Recovery time objective (RTO)	Agility offers 24-hour recovery for drop-ship and mobile recovery solutions.
Network ring/backbone	Agility provides a satellite communications offering to complement the mobile recovery solution, which consists of multi-megabit satellite bandwidth terminating at a hardened Teleport facility. The capability provides for both voice and data/Internet connectivity at the client mobile recovery site and the ability to recreate communications without dependency on local land-based availability. The network can support multiple client activities at any given time. TCP optimization technologies are employed to improve the performance of IP traffic via satellite. Agility clients can architect fixed links to the Teleport facility to enable connectivity to corporate backbone or utilize virtual private networks over the Internet. The satellite connectivity allows for service in the continental United States and Canada.
Advance recovery services	Agility provides good support in desktops, but some server build and other services appear to be lacking. Agility can provide desktop image management services to preload client-specific software images on quickship desktop technology prior to shipment. This speeds recovery of the desktop by eliminating the need for software installation. System imaging and rapid recovery services are available from Agility, but are typically limited to Wintel/UNIX or Windows desktop images.
Remote access support	This criterion is not applicable for mobile recovery solutions.
STRATEGY	
Pricing	Agility is competitive in the mobile recovery market but typically is not the low-cost provider.
Standard contract terms	Agility generally provides flexible contract terms with respect to change and termination.
Service levels	Agility fares modestly well based on its standard test blocks and terms.
New investments	Agility has invested approximately 10% of its revenue in investments such as new infrastructure (hardware, fleet, etc.).

Source: Forrester Research, Inc.


Figure 1 Agility Mobile Recovery Solutions Evaluation Overview (Cont.)

MARKET PRESENCE	
Installed base	Agility showed successful growth in its client base and in acquiring new customers. Agility has a good client retention rate.
Business partners	Agility has a long history of successful partnerships with solution providers.
Service providers	Agility offers consulting services, including planning, BIA, and testing support.

Source: Forrester Research, Inc.



Go online to download additional in-depth data and scores for this vendor and other vendors included in this Forrester Wave evaluation.



SUPPLEMENTAL MATERIAL

Online Resource

The underlying spreadsheet for Figure 1 is available online. The spreadsheet includes more detailed data and scores for this vendor.

This detailed data and scores for this vendor are also available online through an Excel-based vendor comparison tool that provides detailed product evaluations and customizable rankings.

The Forrester Wave Methodology

We conduct primary research to develop a list of vendors that meet our criteria to be evaluated in this market. From that initial pool of vendors, we then narrow our final list. We choose these vendors based on: 1) product fit; 2) customer success; and 3) Forrester client demand. We eliminate vendors that have limited customer references and products that don't fit the scope of our evaluation.

After examining past research, user need assessments, and vendor and expert interviews, we develop the initial evaluation criteria. To evaluate the vendors and their products against our set of criteria, we gather details of product qualifications through a combination of lab evaluations, questionnaires, demos, and/or discussions with client references. We send evaluations to the vendors for their review, and we adjust the evaluations to provide the most accurate view of vendor offerings and strategies.

We set default weightings to reflect our analysis of the needs of large user companies — and/or other scenarios as outlined in the Forrester Wave document — and then score the vendors based on a

clearly defined scale. These default weightings are intended only as a starting point, and readers are encouraged to adapt the weightings to fit their individual needs through the Excel-based tool. The final scores generate the graphical depiction of the market based on current offering, strategy, and market presence. Forrester intends to update vendor evaluations regularly as product capabilities and vendor strategies evolve.

ENDNOTES

- ¹ To assess the state of the recovery services marketplace and to see how the vendors stack up against each other, Forrester evaluated the strengths and weaknesses of six disaster recovery (DR) service providers across 49 criteria. Increased scrutiny has driven more investment in disaster recovery programs. Although many companies have chosen to manage their own disaster recovery facilities, the third-party services market continues to grow. Customers have two main options: 1) fixed recovery sites, such as shared-resource commercial “hot sites” and managed recovery facilities, and 2) mobile recovery trailer units. The result? Not surprisingly, the traditional top-tier fixed recovery vendors like HP and IBM win, largely because of the breadth of their offerings and geographic coverage. In the mobile recovery market, Agility provides the largest fleet and greatest number of staging locations. See the March 27, 2006, Tech Choices “[The Forrester Wave™: Disaster Recovery Service Providers, Q1 2006](#).”