OEE IntelliSuite - Backup and Recovery

Business continuity guidance. Updated 2026-11-05.

1. Purpose and scope

This guide describes how backup and recovery work for an IntelliSuite installation on a server or virtual machine that your organization owns, who does what, and the result of a recent database recovery exercise in our demonstration environment.

> Recovery objectives, schedules and named contacts are agreed for each installation. This guide does not establish that any particular backup is configured or working at your site.

2. Responsibilities

OEE IntelliSuite sets up the backups of the IntelliSuite PostgreSQL database on your server and handles database restores as part of our normal support. After a recovery, we also restore and check the IntelliSuite application and its services.

Your organization owns the server or virtual machine and its infrastructure backup and disaster recovery: backup configuration, storage, access, monitoring, retention, and restoring the machine itself.

Both teams agree named contacts before go-live, so that either side can start a recovery quickly.

3. Backup plan

- Agree the recovery time objective and the acceptable data loss for the installation, and use them to set the machine backup schedule, the database backup frequency and retention.
- **Your organization:** protect the server and the configuration needed to rebuild it with your own backup approach, keep recovery copies separate from the server, and monitor backup completion.
- **OEE IntelliSuite:** configure consistent, scheduled PostgreSQL backups of the IntelliSuite database, including the roles, permissions and extensions a restore needs, with a checksum on each backup file so every copy can be verified.
- Periodically restore to an isolated environment, check the database, application access, synchronization and representative data, and record the results.

4. Database recovery process

1. If the server itself is affected, your team restores it or prepares a secured replacement. Together we choose the recovery point.
2. OEE IntelliSuite installs or starts the matching PostgreSQL version and extensions, recreates the database roles and permissions, and restores the chosen backup with the supported PostgreSQL restore procedure.
3. OEE IntelliSuite checks the restored database and its scheduled jobs, restores the application configuration, and starts the application and its services.
4. Together we test sign-in, data display and synchronization, and your organization approves returning the system to service.

5. A recent recovery exercise

In October 2026, we restored the nightly PostgreSQL backup of our demonstration environment into a clean, isolated PostgreSQL 17 environment with the TimescaleDB extension. The backup archive carries a checksum to verify the copy, the database owner role was created before the restore, and the TimescaleDB pre-restore and post-restore steps were run.

Result: the restore completed successfully and the scheduled-job definitions were restored. The recovery script ran for 64 seconds, including target setup and the TimescaleDB steps. Staging the backup file and checking the application are separate steps whose time depends on the installation.

> Recovery times depend on the installation and the size of the data. This guide describes our approach and one recent exercise; it is not a recovery-time guarantee.
