



Rapid Recovery from Disaster - Minimize Downtime with Immediate Support by isoutsource.com



BACKGROUND

A Seattle-based maker of innovative kitchen gadgets, suffered a total loss of its network servers, backup power supplies and other gear when a faulty water heater flooded the server room. The disaster occurred overnight, and wasn't discovered until the start of business the next morning.

The company's Business Operations Manager immediately called isoutsource.com. Because the firm has no in-house IT staff, she relies on **isoutsource.com** for IT consulting, implementation and support. The isoutsource.com team responded immediately and confirmed that the servers would have to be replaced.



CHALLENGE

The four servers lost in the disaster supported the customer's mission-critical applications, including e-mail. These servers had to be replaced as quickly as possible to prevent an extended downtime that could have crippled the customer's business.



PROJECT DETAILS

isoutsource.com quickly assembled a team to work on the specs for the new equipment — a process that would normally take a couple of weeks was completed in a few hours. On top of that, the **isoutsource.com** team was able to purchase new servers with the future in mind, thanks to their knowledge of the customer's operations and discussions with the Business Operations Manager regarding future strategy.

"We didn't just replace the machines as they were. **isoutsource.com** had a plan and knew what would work best for us going forward," she said. "If we hadn't had that conversation we might have spent money on replacement machines that weren't necessarily right for our business long term.

"Normally when I order a server I do a lot of research but there obviously wasn't time for that. We placed a \$25,000 order that day and I had to completely trust that isoutsource.com knew what was right for us. And I'm really pleased with what they picked out."

Putting together the order itself was a lengthy process due to all the details involved. But **isoutsourcing.com** completed it before 2 p.m. Pacific Standard Time and made sure the distributor shipped the equipment that day for arrival the next morning.

When the equipment arrived at 11 a.m. on Friday, an **isoutsourcing.com** team was there to unpack it and begin setting it up. They were able to recover the data from the customer's most important server, and had that machine up and running by 5 p.m. The e-mail server took a bit longer.

"Two of their techs worked late Friday night in our office, then came in and worked all day Saturday. By Saturday night they had our third server back up and running," the Business Operations Manager said. "I was so impressed with **isoutsourcing.com** — they were all hands on deck with all the people they had helping us."

By Monday morning employees could come in and start working. However, **isoutsourcing.com** wasn't finished yet.

"One of their techs was in our offices for the next four days, cleaning up details, reloading software, handling things that weren't as urgent but still needed to be done," the Business Operations Manager said. "He devoted his week to getting us back on track."



BENEFITS

Thanks to **isoutsourcing.com**, the customer was without its servers for just two business days. Had the **isoutsourcing.com** team not been able to get the replacement equipment ordered that day for next-day delivery, they wouldn't have had the weekend to rebuild the servers and it might have been Wednesday before the customer was back up and running. **isoutsourcing.com** saved the customer the potential monetary losses and embarrassment of an extended downtime.

What's more, the Business Operations Manager says that the responsiveness of the **isoutsourcing.com** team in the face of disaster has served to reinforce her trust in them.

"All in all the recovery went smoothly and I have to credit **isoutsourcing.com** with that," she said. "They really shined through this, and it was a nice reminder that I'm working with the right people."