

CASE STUDY

A Case Study in Backup and Disaster Recovery

When our client's hardware failure resulted in a data loss that was difficult for them to recover, they quickly realized the difference between an outsourced vendor and a trusted technology advisor.

A manufacturing company with several regional offices and distribution centers located around the world had their own internal IT staff that had been meeting their immediate technology needs. However, since they were focused on more tactical day-to-day issues at the corporate office, the company's IT manager needed assistance with developing a strategic direction and plan for their global infrastructure support needs including cloud and security. Attracted by our nationwide presence and more than 170 offices around North America, he engaged with his local TeamLogic IT office to discuss his needs.

Just as we were getting onboard helping the company with various IT projects, they had a hardware failure that resulted in the loss of their company directories, right in the middle of a financial audit. Audits are stressful on their own, but this occurrence put everyone on edge and illuminated serious IT risks.

Their internal IT team wasn't able to retrieve data from their backups, and had even tried a data recovery service that was also unable to recover the data. That's when we got the 911 for help. At TeamLogic IT we recognize that data is the backbone of a business and offer a range of solutions to help our clients with backup and recovery services. We

were able to recover their data and also set them up with more reliable backup services.

The experience taught this company that their current IT systems and procedures were not adequate for their business needs. We performed a full network assessment, helping design, specify, and deploy new IT systems and equipment to replace end-of-life systems in all of their locations. An additional security assessment was done to protect the company from any vulnerability to cyberthreats. In all, we put new systems in place to map to their global business needs, including improved backup and disaster recovery, security, virtualization, and cloud services to improve workflow across the U.S. and several other countries.

Once the company's infrastructure was optimized for their business needs and more secure we began monitoring and managing their network to further mitigate future IT disasters. And, we are working with them on a business continuity plan designed to take downtime from hours or days to minutes in the event of another IT mishap.

Now, this manufacturing company is reaping the benefits of having a managed IT services provider take care of their technology, while they take care of their business.

Move forward with **The Color of Confidence®**.