

DR plan saves HR firm from losing all data

By engaging Rivercity to do a vulnerability assessment and deploying a DR solution immediately, this firm saved itself from complete data loss.

Company Overview

Michael McPhee HR is a niche HR company that operates out of Brisbane CBD. They specialise in the placement of the best Human Resource specialists inside of large organisations.

Business Challenge

Consistent IT support was a problem. No present Service Level Agreement meant that Michael McPhee HR were at the mercy of “whenever their current part time university student” could do get around to it. McPhee HR required services that were more reliable and dedicated to ensuring that his company data was safe and for his team to be supported in a way that meant that they could keep operating and providing the service they require to their clients.

After a referral from an existing client, McPhee HR engaged Rivercity Solutions to undertake a vulnerability assessment of their infrastructure. Immediately Rivercity acted to present a recommendation to implement a DR plan as there was no real way of restoring this business if there was a total server failure or fire or theft. Also the existing server warranty was just about to expire from the vendor. Rivercity Solutions extended the hardware warranty through IBM and implemented a Storage Craft Disk Based Imaging solution using Shadow protect.

Unfortunately the mother board of the server did fail. However with the solution in place, Rivercity were able to image up a machine including all applications and data within a few hours to have Michael McPhee HR back up and running. The Server hardware fault was also repaired under IBM extended warranty services.

Peace of mind

While no one wants to undergo a Disaster Recovery process, having a tested and proven plan in place meant that this business could continue to operate.

Under Rivercity Solutions Total Assured Care this service is backed up with a guarantee that should this ever be required, it will be carried out at no charge to the client. Finally, an IT company that backs up their promises.

Solution Overview

Business Situation

The firm’s server environment had been neglected and no proactive services had been carried out. The backup solution in place had not been tested and did not work at all.

Solution

Rivercity Solutions deployed an image based backup solution to ensure that all data was being protected and ensure business continuity in the event of server failure.

Benefits

- Business downtime measure in minutes not days
- All data restored and operating with minimal impact to clients and business

Software and Services

- LaCie RAID NAS Appliance
- Storage Craft Shadow Protect backup software