



Mission-critical Hardware Failure

A Backup and Disaster Recovery Case Study



SKY DATA VAULT



Introduction

As a private-duty home care company that delivers in-home personal care to elderly citizens, Elite Health's staff serves thousands of clients each year across the northeast – providing personal care, medication assistance, meal preparation and other health-related support.

As a longstanding client of local MSP iTech Services, Elite Health not only had the benefits of managed IT services, but iTech Services had also recently upgraded to [Sky Data Vault's hybrid DRaaS system](#). This advanced system for data recovery as a service protects all mission-critical files, folders, data, operating systems and software for each of iTech Services' clients, including Elite Health. The comprehensive approach of this hybrid DRaaS system allows quick recovery from any number of potential business interruptions: malware, hardware failure, human error, natural disasters, fire, flood and long-term power outage.

Challenge: Hardware Disaster Strikes

In December, the Elite Health staff began to notice issues with their email program and the billing and financial software. As part of the MSP package, iTech Services did remote testing, on-site performance tests, and hardware diagnostics to isolate the issue to a single server that ran the email and financial software. The server that supported these mission-critical applications could not be restored to acceptable

performance levels, and subsequently, the email and financial software became unavailable to Elite Health.

With a typical MSP, Elite Health would have to live with the downtime for up to 10 days while a new server is ordered, configured and tested, and data and software are reloaded onto the new production server. The unexpected cost for the hardware, implementation and configurations charges would also impact the bottom line as these were not budgeted for this fiscal year.

Luckily, their MSP had Sky Data Vault DRaaS.

Solution: Quick Recovery

With the Sky Data Vault hybrid DRaaS solution, iTech Services initiated a local, virtual image. In less than 30 minutes, the virtual server on Sky Data Vault's local recovery device was live and Elite Health was back up and running on email and their financial software.

iTech Services then engaged Elite Health in a discussion of what the short- and long-term business objectives were to identify the correct course of action for their technology.

Results: Planning Company Goals

By leveraging the Sky Data Vault hybrid DRaaS, Elite Health recovered quickly from a mission-critical hardware failure. At the same time, they could also take a deeper look at aligning their technology to their business objectives. With the pressure off of the organization, everyone involved was able to approach the next steps in planning and execution with a clear vision.

Instead of purchasing new hardware, Elite Health took the counsel of iTech Services and decided to leverage a hosted solution to meet their needs. The Sky Data Vault DRaaS



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solution limited the exposure for Elite Health and enabled a rapid recovery interval and virtual image that worked seamlessly with their existing network. At the same time, it provided the opportunity for Elite Health to make technical decisions that closely align with their business strategy.

Sky Data Vault Hybrid DRaaS

It's time to move away from an investment-heavy model of data protection. With Sky Data Vault as your disaster recovery provider, you experience the easiest way to secure your clients, without the burdensome upfront costs of the standard model.

- **You don't buy anything.** Sky Data Vault provides all your equipment. As each of your clients grows, the equipment is replaced as needed.
- **You manage levels, not gigs.** Sky Data Vault prices storage in blocks so you don't taximeter your client's data.
- **You have a true partner.** Sky Data Vault looks out for your best interests, providing the tools and business acumen to succeed in this highly competitive industry.



“**Start making profits on day one.**”

[Contact Sky Data Vault](#) today to hear how we can reimagine your BDR business model: (844) 881-8672

*Company names have been changed.



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