

Case Study: Great Lakes Computer

Great Lakes Computer Corp.

Disaster Recovery Planning



Are you truly prepared in the event of a disaster? Take a quick moment to see how Great Lakes Computer had to put their own Disaster Recovery plan to the test when a broken pipe flooded their office.

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Background

Great Lakes Computer has provided computer maintenance, tech support, and IT service solutions for over 30 years. They have evolved to become a one-stop resource for IT solutions - like disaster recovery, managed service, and data backup - that maximize your computer technology investment.

Challenge

Over a weekend, GLC's Headquarters in Avon, OH experienced a major flood when a rigid water feed pipe to a toilet in the women's restroom had been jiggled just enough over the years that its washer finally cracked, allowing three days' worth of water to flood the entire facility. The cleaning crew identified the issue and alerted management, who came in to find the carpet and baseboards submerged, with the drywall in every office quickly wicking the water up the walls.

Solution

"Luckily, we're in the business of planning for occurrences just like this, so all we needed to do was begin the implementation of our own DRP, immediately switching from our local servers to the remote cloud-based backups," said Bob Martin, Great Lakes' President. They were able to switch over from local to remote servers almost instantly, not missing a beat. That provided them with the time needed to get the local servers back on line in a safe environment. No delay was experienced by customers or GLC.

Result

GLC was able to put their plan into action immediately without data loss, client inconvenience, or lost revenue, underscoring the importance of how essential it is to have a disaster recovery plan in place. Something small - not just a major disaster - can ultimately bring your business to a halt. Martin said, "You don't have to have the most elaborate or expensive plan... you just have to have a plan... so when things happen you are prepared to deal with it..." The peace of mind you'll gain will be a huge reward alone!