



STRATOSPHERE NETWORKS

-REACH NEW HEIGHTS-



ELECTRICAL CONTRACTOR BACKUP & DISASTER RECOVERY CASE STUDY

IT SUPPORT COVERAGE PLAN

Comprehensive onsite and remote support with 24x7x365 proactive monitoring

COMPANY BACKGROUND

The company – based in Northbrook, Illinois – performs high-end electrical installations in the Midwest, with a focus on medical facilities, data centers and networks.

“THANKS TO STRATOSPHERE’S BUSINESS CONTINUITY AND RECOVERY SOLUTION, WE KNOW WE CAN KEEP SERVING OUR CUSTOMERS EVEN IF ONE OF OUR SERVERS GOES DOWN. NOW WE’VE GOT ALL OF THE TOOLS WE NEED TO AVOID DOWNTIME AND STAY PRODUCTIVE.”

BUSINESS CHALLENGE

The contractor uses on-site management software to handle their billing, workflow and project management. Early one morning, Stratosphere Networks received an alert that the server – which is critical to the contractor’s business – had become unreachable. Remote troubleshooting revealed out-of-band management wasn’t working either.



STRATOSPHERE NETWORKS CONTINUITY AND RECOVERY SOLUTION

Stratosphere carried out an on-site trip to continue to troubleshoot the server, and the technician and manufacturer determined it had a bad motherboard that required replacement. Meanwhile, the machine was unbootable and inaccessible. Unfortunately, the hardware service level agreement involved next business day parts for the server, leaving the business in a tough spot in the meantime.

Luckily, Stratosphere was able to use its continuity and recovery solution to access a virtualized copy of a known good working machine state from the previous night. Within minutes, techs achieved an instant virtualization,

which allowed the contractor to access vital resources again with no network changes or noticeable differences for end users. The company was able to use the server as usual until the parts were replaced the next day.

Once the server was working in a normal state again, Stratosphere was also able to use the virtualized copy (which was still backed up while the repairs took place) to move changed files to the original server with minimal effort. Overall, this process took place with only 10 minutes of noticeable downtime for the company.

BENEFITS

As a result of Stratosphere's solution, the business was able to carry on

as normal – processing orders, scheduling work, and invoicing for completed jobs. Based on their run rate, they realized an estimated \$40,000 in one-day savings.

With the business continuity and recovery solution and support from Stratosphere, the company's leaders can now rest assured that even if a critical server goes offline, they can still function as a business thanks to virtualization. With a business continuity solution in place, the contractor experiences minimal downtime and maintain high levels of productivity, in addition to great customer service.

Company reference available upon request*

PARTNER WITH STRATOSPHERE

Since the Stratosphere Networks partnership, company executives now have peace of mind their IT is always functioning and they will no longer experience daily interruptions to their schedules. The following are some of the services we performed for them:

- Remote 24/7/365 monitoring with standard business coverage and response
- Annual technology plan reviews and disaster recovery planning
- Voice and data provider interface to open and oversee trouble tickets
- Management of assets, cases and licenses
- Implemented new IP telephony phone system allowing remote job sites to communicate more efficiently

STRATOSPHERE
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Stratosphere Networks, a leading IT managed service provider and BBB Accredited Business, has been recognized as hiredMyway's #1 technology company, a Channel Partners 360 Award winner, CRN Fast Growth 150, and MSPmentor's Top 501 Global Managed and Cloud Providers. We offer our clients a wide range of managed services including Virtual CIO and Consulting, Cloud solutions, proactive monitoring, business continuity, backup and disaster recovery, email, spam, antivirus, desktop and server support, router/firewall management, virtualization, remote and on-site service, and more. Our team of IT experts works collaboratively leveraging our unparalleled \$2.5 Million Network Operations Center to provide world class service.

OUR SERVICES

- Flat Rate IT Intro
- Proactive Monitoring
- Backup and Disaster Recovery
- Email/Spam and Content Filtering
- Live Help Desk Support 24/7/365
- Desktop Support
- Server Support
- Enhanced Network Security
- Router Management

OUR SOLUTIONS

- Virtualization
- Citrix for Enterprises / SMB
- Applications
- Hardware
- Hosting Services
- Data Center
- HD Videoconferencing
- Cloud Services
- Colocation Services
- Future Innovation Strategy & Roadmap