



We're **IT** for You

## Responding to Disaster

### *Bringing Back a Client's Data from the Ashes*

**The Situation** ACS was providing managed-IT services, including offsite data storage and disaster recovery planning, to a major refrigerated trucking and cold-storage company based in the Greater Boston Area when disaster struck.

Founded, owned and operated by three generations of family members, the company experienced a fast-burning, accidental fire at its headquarters and



warehouse facility south of Boston. The blaze destroyed its entire operational infrastructure, including its IT platform – which consisted of nine servers and more than 60 computer workstations, which housed everything from inventory, customer and financial data to information on the company's employees and truck fleet. In less than two hours

the fire had nearly wiped out not only the company's facility, but also its business because its value proposition was directly tied to its ability to consistently meet its customers' needs on short notice.



**DAY 1**  
**2:00 pm**

Fire starts at trucking company HQ and warehouse facility



**DAY 1**  
**4:00 pm**

Facility is destroyed including nine servers and 60 plus computer workstations



**DAY 1**  
**5:00 pm**

ACS personnel arrive on site

ACS works through the night -- re-building and re-configuring the company's entire network



**DAY 2**  
**9:00 am**

Back in Business! ACS restores all of the company's data and establishes new network operations at a temporary HQ

**Our Response** ACS personnel, including members of our senior management team, were on site before the blaze had even been fully extinguished. Working closely with the company's management team, we were able to:

- Access the company's stored data using real-time backups housed at our facility in Brockton and at our redundant data center in Marlborough, Massachusetts
- Provide our expansive inventory of emergency reserve hardware and software to immediately replace the company's nine servers and 60 workstations.
- Working through the night, our team re-built and re-configured the company's entire network and completely restored all of its data at its temporary headquarters.



### ***The Results***

The company was back in business by the next morning – having met its ongoing obligations to its own customers and having restored a sense of normalcy for its employees in less than 24 hours.

During the subsequent weeks, ACS worked hand-in-hand with the company's leaders and:

- Restored lost inventory
- Established a new permanent headquarters
- Built a new, highly secure and robust IT platform

That platform, which was funded with fire-related insurance proceeds, was replaced again at the end of its service life with a cost-effective, ACS-operated, enterprise cloud computing solution, which gave the company even greater IT strength and flexibility.



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