A Perfect Night of Rest

RATIONAL Business Solutions Inc.

How Our Client Was Able to Sleep Through the Complete Collapse of Their Entire Business

BACKGROUND

Picture this: You run a rapidly growing Accounting business, and it's Tax Season. After you've finished wiping away your tears, I have some more bad news; your server is fried, and along with it, all of this year's work + years of historical client data. You're both locked out of everything until a data recovery specialist takes a look at it (at the low price of every employee's kidney), and also staring down the barrel of multiple regulatory violations. Chances are that the reputation of your firm will take years of hardship to recover, if it ever does. In short, you're in a waking nightmare.

So how on earth was the (per request, unnamed) client so calm?

ZERO DATA LOSS

Thanks to the foresight of Rational Business Solutions' CEO, David Rashkovan, this disaster was solved ~6 months before it occurred. Rational puts an emphasis on understanding our clients, and realizing how serious the risk of such a Black Swan event posed, we brought it to the attention of the client and successfully implemented Datto's SIRIS, a total Data Protection Backup & Disaster Recovery solution tailored for businesses like them.

Datto SIRIS is built for local & cloud-based backups of all client data, and is compliant with any applicable security regulations our clients face. In the case of this unnamed accounting firm, this went so far as to create incremental backups of all data on the hour, every hour of the day, 365 days a year. This limits lost work to an hour of productivity at worst, but since this happened over night, exactly 0 data was missing in the morning.

That isn't to say it took that long to restore - it was fully restored and operational in <45 minutes. Having data safely backed up is one thing, but restoring it and continuing with work - especially given how catastrophic the failure was - that challenge is orders of magnitude larger

AT A GLANCE

Challenges
- Business Continuity
  - Especially peak season
- Regulatory Violations
- Hardware & Data Loss

Resolution
- 0 Data Loss & 0 Downtime
- Catastrophic Failure Fixed in <45 Minutes
- 0 Regulatory Issues
- Proactive Support
  - Led to Increased Revenue for Client

"Having a Datto SIRIS in place afforded the ability to continue 'business as usual' during the busiest time of the year, despite total hardware failure, and with minimal downtime.

That is what I call true business continuity"

AT A GLANCE

Benefits

- 0 Stress
- Stop spending time on IT, and get to focus on what you're actually in business for
- Benefit from Economies-of-Scale, without needing the scale yourself
- Tap into over 100+ years of cumulative expertise
- Preemptive action solves crises before they can arise
- Proactive consultation helps make your business more efficient

"An Ounce of Prevention is Worth a Pound of Cure"

"Each Lost Day is ~0.5% of Annual Revenue Lost For Your Business"

BUSINESS-AS-USUAL DESPITE SERVER DEATH

Not only does Datto's SIRIS handle all backups, but it also handles failover processes to ensure that the restoration of the lost server data is as quick and seamless as possible

In technical terms, SIRIS enables instant virtualization both on-site and in Datto's secure cloud (designed from the ground up for backup & rapid restoration). Working with Datto's always-online, in-house support team, Rational was able to create a virtual machine that replicated the client's environment in the local SIRIS device, complete with data from the latest backup - AND connected it to all 40+ of the client's employee PCs, all in under 45 minutes!

Even better? No data was lost - so no regulations were violated!

Rational wasn't done, however. The lead time on a replacement server was looking like a couple weeks at minimum - given the supply chain issues at the time - but the tax season was coming to a close before everything arrived and could be set-up. Working off of a virtual machine and accessing data in the cloud was a viable immediate solution, but the latency in communicating to it from their remote location meant that their efficiency would take a significant hit. They were already stretched thin with everyone running 60-80+ hour weeks and couldn't further burden their employees, but they also had commitments to clients which could not be pushed back. Tax deadlines are hard deadlines, so what were they to do?

Rational recognized how this would be an issue before the client did, and was ready with a solution before they even brought it up. Using an old spare server, Rational leveraged SIRIS once more, this time to do a cold restoration of the backups locally.

AFTERMATH

The client was able to not only clear their plate on time, but even had time to spare, taking on extra work to cap off their best year yet