

Summary

Hurricane Sandy: How EVault Performed

DISK-O-TAPE, INC.

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—Manager of MIS,
Manufacturing
Company

Hurricane Sandy caused an unprecedented amount of damage, crippling many businesses on the Eastern Seaboard. EVault[®] customers encountered a range of crises—flooding, extended power outages, fuel shortages, and transportation limitations. We’re happy to report that 100-percent of EVault customers who declared a disaster during Hurricane Sandy are back up and running as guaranteed by their SLAs.

Many companies found that both their primary and secondary data centers were impacted by the storm. One transportation agency had its first site taken offline by flooding and a power outage. After successfully failing over to a DR site only a short distance away, the team became concerned about its exposure to more flooding from an approaching nor’easter. The transportation agency and EVault worked together to quickly get the data shipped out of the region and into the EVault cloud, sustaining the company’s recovery efforts and allowing it to resume operations shortly after the storm.

Recovery efforts spanned operating systems and applications. One retailer suffered a major power outage, taking its IBM i production servers offline. EVault disaster recovery specialists recovered these applications in the EVault cloud and provided the customer with secure, remote access to its protected systems and data. Once power was restored, the retailer completed the recovery by migrating all applications back into its data center and resuming normal operations.

Our customers’ experiences highlight three critical features of a successful DR plan.

1. DR sites should be geographically removed from the primary data center so that a disaster of Hurricane Sandy’s magnitude does not threaten a company’s ability to execute the plan.
2. An outside DR team should be engaged to manage and execute the plan, ensuring business continuity while the affected company tends to the immediate dangers presented by the disaster.
3. All key systems, including those on non-Windows platforms, must be included.

A Success Guaranteed by Advanced Preparation

Prior to Sandy’s arrival, we set up our team of dedicated DR experts and prepared our customers to ensure they would benefit from EVault best practices and failproof technology. These efforts included:

- Proactively tracking the storm and then contacting customers in its path

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to ensure their backups were healthy and to provide them quick access to our DR Hotline.

- Guaranteeing our systems were ready for the challenge, ensuring our data centers were primed for DR declarations, and deploying additional staff for round-the-clock operations and support.

EVault customers confirmed that we delivered on our promises.

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EVault Relief Goes Beyond Data Protection

With disasters of this magnitude, we recognize that data recovery is only part of the solution. After ensuring that our customers who requested help were fully operational, we assembled a 20-person EVault team from around the U.S. to lend an extra hand to all our customers in the region. The outreach program included:

- **Health-check phone calls:** Calls to every customer in the region to check on the health of their IT infrastructure and business needs.
- **Complimentary data services:** One-time data transfer service to either bring data home or move it offsite—fast. Or, for customers not protected by EVault Cloud Disaster Recovery Service, we provided a best-efforts recovery that temporarily provisioned servers and applications in the EVault cloud.
- **Back-in-Business disaster relief kits:** Hand-delivered disaster relief kits to the hardest hit customers. The kits included office supplies, gift cards, and a 10-step guide to getting systems back up fast.

The EVault family—including our partners—takes great pride in helping our customers through disasters big and small. We want them to know that when the going gets really rough, we’re right by their side.

Take the Next Step

To learn more about EVault backup and recovery services, contact Disk-O-Tape, Inc. by phone at 800-923-8273 or 216-765-8273, or email at evault@disk-o-tape.com, or visit www.disk-o-tape.com

DISK-O-TAPE, INC.

23775 Mercantile Rd. | Cleveland, OH 44122 | T. 800-932-8273 | F. 216-765-0436 | E. evault@disk-o-tape.com | www.disk-o-tape.com



Headquarters | 201 3rd Street | Suite 400 | San Francisco, CA 94103 | 877.901.DATA (3282) | www.evault.com
NL (EMEA HQ) +31 (0) 73 648 1400 | **FR & S. Europe** +33 (0) 1 55 27 35 24 | **DE** +49 89 1430 5410 | **UK** +44 (0) 1932 445 370
Brazil 0800 031 3352 | **Latin America** Evault_latina_america@evault.com | **APAC** apac@evault.com

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