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The Best Downtime is the Kind that Doesn't Affect You: A Case Study

When a company's information technology goes down, it can have disastrous results - unless, that is, that company has a trustworthy provider to help mitigate those effects. Fortunately for NACE International, they have been working with just that kind of provider in Walsh IT Group for the past five years, as of this writing, after being connected via a personal relationship. Through Walsh IT Group's efforts, NACE International has avoided considerable consequences upon the business without experiencing any ill effects due to downtime.

About NACE International

NACE International was originally founded in 1943 by eleven engineers who, by banding together, formed the National Association of Corrosion Engineers. Today, it has grown to be the leading authority on corrosion prevention and control, with a total of 36,000 members spanning across 130 countries. Nate Lavigne serves as the IT Director at NACE International in their Houston, Texas location, overseeing the day-to-day operations of their internal IT resources and planning their IT strategy. He remembers a time that Walsh IT Group managed to prevent some serious downtime and the associated loss of income.

Pain Points

NACE International is highly reliant on technology in order to operate, as more than 85 percent of their business comes in via their website and their IT effectively runs the business. As a result, it is critical that their IT solutions are shipshape, which Walsh IT Group works with their internal IT department to help accomplish. During one particular incident, the server for their primary campus was soon to fail, due to an internal fan issue. While they managed to order a replacement part, the server ultimately failed as they were waiting for the part to arrive.

As a result, the server began rebooting on a continuous loop. This all happened after hours, but with Walsh IT Group, this was not a problem.

Plan of Action

Fortunately, Walsh IT Group had a plan ready for this kind of situation. Within 30 minutes, the server's function was virtualized, thanks to the Backup and Disaster Recovery service that NACE International had subscribed to. This meant that the server was, for all intents and purposes, fully functional within one half of an hour with no challenges.

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Solutions

Due to Walsh IT Group's fast actions, NACE International had suffered no ill effects, the potential loss of productivity essentially eliminated, saving the company at least two days of work time or at best sacrificing 25 percent of their productivity by avoiding the need for remote work. Furthermore, when the replacement server finally arrived, Walsh IT Group was once again able to install it and put it to work without affecting the company's workforce at all, losing no data in the process. In many ways, Walsh IT Group made it as if (at least from an operational sense) there hadn't been a problem at all - in fact, Lavigne only knew what had happened because he was told.

" *The real value that Walsh IT provides is its very personalized service...The time he spends with his clients, I think it's a huge value-add because it pays dividends when he knows their environment basically like he works there.* *- Nate Lavigne, IT Director of NACE International* "

Results

Actions like these have reinforced Walsh IT Group as a partner to NACE International, a partner who understands the business, its needs, and what actions would be best to take with their technology solutions - more specifically, where their operational security is concerned. By boosting their efficiency, Walsh IT Group Group allows NACE International to more efficiently see to their customers' satisfaction, and eliminating downtime has proven to be a massive money-saver. Without Walsh IT Group's Backup and Disaster Recovery measures, NACE International could have seen between $75,000 to $100,000 lost in expenses and missed revenue.

In short, Walsh IT Group has allowed NACE International to no longer worry about incurring downtime, serving as a crucial resource that greatly contributes to their success. This is a large contributor to why Lavigne would gladly recommend their services to others, especially other non-profit organizations.

About Walsh IT Group

In operation since 2005, Walsh IT Group has been serving the needs of businesses near Katy, Texas, assisting their clients in maintaining the solutions they need to be successful. From managed IT services, to security, to hardware and software services, Walsh IT Group offers a professional approach and comprehensive support. Visit www.walshitgroup.com for more information today.

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