

Educational Institution Suffers Outage but Gains Strategic IT Plan



The Challenge

An independent school in Maryland first reached out to Ntiva to **solve an emergency outage case**.

Their core network switching had completely failed, leaving them without Internet connectivity and therefore no access to student and faculty data, or hosted applications.

With **no documented plans on how to recover and a limited IT staff**, they needed help - and fast!

The Solution

Ntiva acted on the school's initial outage issue within the day by sending a technician to assess the issue.

After resolving the problem quickly, **Ntiva spent the next 24 hours working on properly restoring the data**. After the outage, the servers went back to factory reset and the school lost all prior configurations, which is very time consuming to re-build.

Ntiva was then asked to **provide guidance** on what other improvements could be made to their IT environment.

After the **school's specific needs were analyzed**, a comprehensive proposal was delivered which included **a recommendation for a multi-node server cluster, both on-premise and in the cloud**. This would allow the IT team to **centrally manage all of their data** from one place, making the team much more efficient.

A high-level IT strategic plan for ongoing operations was created and documented for the internal IT team, in order to provide guidance and best practices moving forward.



The Impact

Many organizations fail to recognize **the importance of a having the right backup and disaster recovery (BDR) solution** in place.

Although cyber-crime is at an all-time high and BDR needs to be taken seriously, human error, technology failure and natural disasters are still culprits contributing to **data loss**.

In this case, the school was **lucky that their data could be recovered** in a day or two. However, a "day or two" for some organizations would be a huge hit, and losing it all together would be catastrophic.

To help protect the school from future outages and downtime, **Ntiva recommended moving to a data protection platform** that offered the business continuity features and tools that would enable them to get back to business in minutes, not days.



Although the school had a robust IT team in place, they realized **they could benefit from both day to day support, and the ability to reach out for strategic IT consulting when needed**.

By partnering with Ntiva, there has been **an increased sense of security and consistency around their IT**, giving the team a much needed boost and reducing the time they were previously wasting on basic maintenance tasks.

The regular IT maintenance services Ntiva now provides **ensures their daily operations run smoothly without interruption**, and should the worst occur, **a solid plan is now place for a fast recovery**.