

Disaster Recovery Case Study

The difference is in the testing.



CUSTOMER

SC811 is South Carolina's centralized one call center that notifies member underground facility owners of a planned dig. It is a state-wide family committed to the safety of our community and damage prevention to underground facilities for South Carolina. Formed and funded by state-wide member companies as a result of the 1978 Underground Utility Damage Prevention Act, SC811, is a not for profit company, with 24 board of directors representing member utility companies from across South Carolina.

CHALLENGE

SC811 provides a centralized alert system to homeowners and utility companies across South Carolina through highly-customized web-based applications. Though the current condition of their servers was very good, like many organizations, they needed a disaster recovery solution to continue to run these critical applications in the event of a server failure. After researching five different solutions, they called Green Cloud.

SOLUTION

SC811 chose Green Cloud because, unlike other backup and disaster recovery providers, Green Cloud tests each disaster recovery solution it employs to ensure the disaster recovery environment works just like the current production environment. After gaining a thorough understanding of SC811's main web-based business application, Green Cloud engineers pre-built the entire virtual recovery environment in their state-of-the-art data centers powered by industry-leading infrastructure.

During its signature mock restoral testing phase, Green Cloud turned over the environment to SC811 network administrators for testing. Working together, they further customized the environment and ensured the critical web-based application worked perfectly and was accessible via the Cloud to their end-users in the event of a failure or disaster.

"As a Network Administrator, I know the importance of data backup and business continuity. A very important part of disaster recovery is testing your backups. I wanted to make sure that our data and application restoration worked exactly how it does in current production. During the testing phase, I worked with a Green Cloud technician and he was a pleasure to work with. Our application is web-based and it took a lot of customization to make sure it worked and was accessible via the internet to our end users. Green Cloud's technician made sure that our needs were met and followed-up with me to make sure that we were satisfied.

Green Cloud's disaster recovery solution is simple and it works. I also liked the fact that they guaranteed their solution and gave us a chance to test the solution. But the most important benefit we've received is peace of mind that in the event of a disaster, our main business application will be available to us and we will be able to continue business as usual."

Henry Dingle, Jr.
SC811