

Non Profit Organization Learns the High Cost of Downtime



The Challenge

A very prominent DC-based nonprofit organization was in the throes of **preparing for their annual convention, the biggest source of revenue for the year.**

Four days before the event, **one of their servers failed.**

They were **unable to access any of the data connected to the event,** and Ntiva was called in at the last moment to try and recover the data before the big event.

The Solution

The good news was that **the organization had "file level" data backup to the cloud,** meaning that selected files and folders were backed up.

The bad news was **it can take time – often days to weeks – to restore the data with this type** of backup solution.

Ntiva immediately dispatched a system admin to the site, who worked 24 hours a day for two days straight **to rebuild the server.**

Due to the type of backup they had in place, **the admin had to start from scratch to restore the server to working order,** which meant procuring new hardware, and installing the operating system, applications, configuration, access permissions and more.

Day three began with the tedious task of downloading individual files from the cloud backup and attempting to put them back where they belong.

Miraculously, all their data was recovered before the event but it was a nail-biting exercise for all involved.



The Impact

Most companies are so busy just trying to keep up with business in general, whether commercial or nonprofit, that it's hard to keep on top of continual changes in technology.

Case in point: **there is a big difference between "file backup" and "image-based backup" which no one ever thought to question.**

In brief, file-level data backup only backs up individual files, where image-based backup takes a snapshot of your entire system. **This alone meant the difference between losing days of productivity vs. a few hours.**



After the event, Ntiva was asked to recommend, implement and manage a data protection platform that didn't just "backup" the data, but offered **a complete data backup and disaster recovery solution.**

In this case, the organization was extremely lucky that they were able to get back up and running in such a short time period, and **were able to host their most important fund-raising event of the year.**

It's extremely important to take a step back on a regular basis and **do an in-depth audit of your existing IT infrastructure,** to ensure you have the **right systems in place that are required to keep your business stable, secure and in many cases, compliant** with industry regulations.