

## Communications Firm

### SSE Helps Local Communications Firm Protect Against Server Crash with Pretech<sup>SM</sup> Monitoring Service

#### Client Need

A local communications firm was searching for a better way to backup their company data to alleviate issues during power failures. With their current network setup, if a power failure were to occur, their server automatically switched to battery backup, then crashed if the battery power was depleted before power restoration. The only preventive tool was manual shutdown by the office manager, who constantly had to be on call and scurry to the office at all hours in the race against disaster. And in some cases, tenants were barred from the building during power outages for safety reasons so this disaster recovery method was not proving very effective.

#### The SSE Solution

SSE implemented their Pretech<sup>SM</sup> monitoring service on all workstations and servers within the communications firm. With the Pretech<sup>SM</sup> system, the communications firm was now receiving 24/7 monitoring of their entire network and could be alerted of issues before they actually became problems to productivity.

The firm has since experienced its first office power outage with SSE's new Pretech<sup>SM</sup> service installed. During the outage, Pretech<sup>SM</sup> immediately detected the power outage at the office and the server's switch to battery backup. As the battery level dipped through the night, Pretech<sup>SM</sup> sent automatic notification emails to the office manager in an attempt to alert her of the problem. When the battery reached a critically low level, Pretech<sup>SM</sup> safely and correctly shut the server down.

*“ Before switching to Pretech<sup>SM</sup>, there was always the risk that our server would crash during a power outage. Now we have 24/7 monitoring, detection and orderly shutdown, plus other great support whenever we need it. Pretech<sup>SM</sup> has eliminated one of my worst nightmares and greatly improves the reliability of systems we need to serve our clients and run our business. ”*

- Teresa S. Operations Manager

#### Client Benefits

**Peace of Mind.** Thanks to Pretech<sup>SM</sup>'s constant monitoring and protection, the staff now no longer worries about system failures and data losses caused by power outages.

**Increased Productivity.** 24/7 monitoring ensures most problems are detected and fixed from a remote location before escalating to catastrophes, with minimal disruption to staff.

**Support.** The office manager no longer feels frantically compelled to solve computer problems on her own; she can rely on SSE and Pretech<sup>SM</sup> monitoring for constant support.