

Client Solutions

Preventative Monitoring

Interior Design Firm

SSE Saves Valuable Data From Imminent Hard Drive Failure

Client Need

The owner of a local interior design firm heard about SSE's PretechtSM service from her trusted banker. As a small business with seven desktop computers, she decided to explore whether PretechtSM made sense for this top-ranked interior design firm. SSE performed an initial scan of the company's network for baseline information. The scan revealed signs of imminent failure for the network server's six -year-old hard drive. Knowing the dangers, SSE reviewed the office's tape backup procedures and corrected a critical gap in backup coverage. Since new equipment purchases had not been budgeted, the firm planned to take a few weeks to review its options and costs.

The SSE Solution

After the initial scan, SSE took immediate steps to back up all software and files stored on the company's hard drive. Due to SSE's quick action to correct a looming problem, the company had the needed backups when the hard drive failed within days as predicted. In this professional services business, hundreds of hours of billable time would have been lost and the business' ability to operate efficiently would have been compromised severely. Within four hours, SSE installed a new hard drive, and then retrieved and restored all of the company's computer software and files. This one-time encounter with vulnerability compelled the firm to install SSE's PretechtSM service. Now, with proactive monitoring, the designers can be confident of delivering their work efficiently and on time to their clients.

from a remote location gives us the confidence and peace of mind that SSE will predict and handle problems before they affect our business operations with losses of valuable time and data. PretechtSM is the perfect solution for our small business.

- Suzanne N. Operations Manager

Client Benefits

- **Peace of mind.** 24/7 monitoring ensures problems are detected and fixed before escalating to catastrophes.
- Preparedness. New backup procedures ensure against business disruption caused by equipment failures or malfunctions.
- Efficiency. The staff can rely on the knowledge and experience of SSE network engineers both remotely and on site to provide the continuous support and no disruptions in productivity.

SSE Network Services
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