

# Recovering a Manufacturer's Business Systems after Hurricane Ida

The week's forecast became a certainty and Hurricane Ida's torrential rain drenched New Jersey, creating hazardous conditions across the state.

Ida dropped over 3 inches of rain in an hour and this deluge quickly overwhelmed any functional drainage at our client's location. A large portion of their office space and recently upgraded manufacturing operations soon sat under waist-high flood waters.

Ida's force and severity could have spelled disaster for this manufacturer. In fact, 93% of companies without a Disaster Recovery Plan who suffer a major data disaster like Ida are out of business within one year.

This manufacturer was smart, however, and had planned ahead with the Infoaxis managed services team. They put their plan to work, quickly notifying employees and calling our team for assistance.



*"Throughout the recovery process Infoaxis was a reliable and time conscious partner in all phases of putting us back on our feet. Even when other providers were involved, they always made themselves available to collaborate." - John Baker, President, General A & E*

## Expediting recovery

Our immediate goal was to evaluate damaged components, prevent new damage from occurring, and fast-pace equipment replacement to restore business operations.

First, we remotely protected their equipment, using our powerful tools to physically disconnect power and isolate expensive servers and network components. This helped minimize damage and losses in the flooded and inaccessible building.



## Recovery, continued

Once the flood waters subsided, we visited the site to perform a comprehensive assessment. We evaluated damage from both direct contact with water and the extreme humidity. All equipment was thoroughly inspected and photographed; all damage was catalogued for the insurance claim process.

### Restoring IT infrastructure

We immediately replaced business critical hardware with our in-stock components or repaired it utilizing our team's specialized knowledge.

We restored their IT infrastructure in under 24 hours. But we didn't stop there. Our team continued to work with third party vendors to speed the recovery of other technology-dependent machines and equipment.

Infoaxis also provided extensive assistance in the claims process, meeting with the insurance adjusters to point out and review damaged equipment. Moreover, we provided detailed replacement material and itemized expenses to expedite the reimbursement process.

After replacement equipment arrived, we worked with our client's staff to systematically deploy it to ensure minimal disruption and downtime.

Our client has fully recovered, confident Infoaxis has their back next time the unexpected strikes.

### Peace of mind so you can focus on business

With the Infoaxis managed services team you get:

- Remote and onsite support for all managed systems
- Emergency support, 24/7, for all critical items that can impact your business
- Experts who constantly monitor your systems and provide security and backup/disaster recovery solutions
- Our best practices to keep your team at work and reduce downtime
- And much more

**Contact us today!**

