

# Lightning Case Study

## **Business Challenge**

You can't control the weather.

What happens if lightning strikes?

Are you prepared?

Is your data backed up?

Do you have a documented disaster recovery plan?

Can your business function if the technology is fried?



## **Solution**

During a Friday thunderstorm, lightning struck office building which caused a power surge. The network was down. IRIS Solutions dispatched a technician to evaluate the severity of the damage. As a result, 5 workstations, the network switch and 4 TVs were damaged.

After a remote assessment, IRIS pulled devices from in an in-house inventory and dispatched a tech onsite.

The office experienced very little downtime and IRIS focused on the fix instead of the cause. By focusing on the need we were able to get the system online and then focus on the why.

## **Results**

Due to the relationship with IRIS Solutions, this dental practice was able to function within one business day after most of their technology was damaged by lightning. The result was little downtime and this repair was done while the office was not seeing patients allowing them to not lose any production time.

## **Client**

- ▶ A dental office in the Greensboro, NC Area

## **Challenge**

- ▶ You can't control nature. What happens to your technology if lightning strikes? What happens to business productivity if the office technology fails?

## **Solution**

- ▶ IRIS Solutions had inventory on hand, a loaner switch to tide the business over, and a technician onsite to replace the damaged devices.
- ▶ IRIS Solutions also had policies and procedures to guide the technicians in testing, replacing devices, and recovering data for business continuity.

## **Results**

- ▶ Severe and costly downtime was minimized. The client was able to rely upon IRIS Solutions for their technology needs instead of burning daylight trying to figure out the fix on their own.

## **Best Practices**

- ▶ Establish a managed services relationship with a technology support company who has business disaster recovery plan in place.