

Server Down Case Study

Business Challenge

Over the weekend, a patient needed emergency service and the client (doctor) went into the office. The network was down afterhours.

What do you do?



Solution

In response to the monitoring alert, the IRIS Solutions weekend technician sent an email to the staff of this office around 10:30am on Sunday. This email informed the client the server was offline and to ask if a staff member from the office could go onsite to restart the server.

Within an hour, the doctor contacted IRIS Solutions to say he could not access the network. The IRIS Solutions technician and the doctor were able to work together that Sunday morning to restart the server, minimizing any downtime during normal business hours.

Results

IRIS was able to notify the office that the server was down over the weekend and through working with the technician on call and the doctor, the office server was online before the office opened on Monday.

Monday morning downtime, when the phones are buzzing after a weekend, was avoided due to the fact a technician was on call over the weekend and was able to address the issue before the work week started. The office avoided expensive productivity loss and frustration.

Client

- ▶ A dental practice in the Greater Charlotte Area.

Challenge

- ▶ How do you know when your system is offline?

Solution

- ▶ IRIS Solutions monitors the site 24/7.
- ▶ The technician on call was able to address the issue and work with the doctor to get the server up and running.

Results

- ▶ Because of monitoring and the scheduled technician on call, the client was able to address a severe issue before business resumed on Monday morning.
- ▶ Downtime was avoided.

Best Practices

- ▶ Establish a managed services relationship with an IT Support Provider to monitor your site.