



# DISASTER RECOVERY & BUSINESS CONTINUITY

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## SUCCESS STORY

How Urban Network Disaster Recovery solution helped a global financial institution avoid downtime when disaster struck

### Customer at a Glance

The customer (whose identity will remain anonymous for reason of confidentiality) are a global financial institution offering investment opportunities and financial services for clients and businesses across the world's major markets. The business has over £80b worth of assets under management.

### Industry

Finance

### Urban Network Customer

Since 2012



“

If we hadn't taken the steps to implement the Disaster Recovery mode, they would have been down for several days at least. It would have been a true disaster for the customer.

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## Imagine if you were hit with a major server failure...

There's no way to predict the future, and Murphy's Law tells us that anything that can go wrong will go wrong. There are many sources of downtime. Some of the common causes are human error, hard drive failure and cyber breaches.

For our client, the event was a multiple of differing events. On a weekday evening, the customer experienced a power outage, upon restoration of the power the business' Internet access and server estate was unreachable. They called Urban Network,

who immediately started to review the problem and diagnose the fault and prepare a resolution plan.

The power and Internet were restored the same evening. However, some of the servers were non-responsive. Urban Network's Technical team quickly assessed the situation and determined a hardware failure was preventing normal operation. The resolution plan for a hardware failure necessitated replacement parts and downtime to replace and reconfigure the server estate.

## Now, imagine business is back to normal in fewer than 2 hours...

Whilst working to restore the server, Urban Network advised the businesses to evoke the Disaster Recovery plan. The client had previously consulted with Urban Network to design and deploy a business continuity solution that was managed and pro-actively monitored by Urban. In less than 2 hours, all data was restored to onsite Business Continuity hardware and new virtual servers were ready to run the business IT systems. When the staff came in the next morning, it was “business-as-usual” and staff barely saw any downtime.

This was made possible using Instant Virtualisation technology within the business continuity solution. This technology takes snapshot-based, incremental backups as frequently as every five minutes to create a series of recovery points. This solution allows the client to roll-back their Server or workstation to a point-in-time before the corruption occurred. It allows Urban

Network to restore a business with minimal disruption to its staff and by extension customers.

The entire business ran on the business continuity solution virtualised server “with no noticeable difference” for the whole period that Urban Network built and migrated the business to the replacement servers.



Disaster recovery and business continuity planning should be considered a critical aspect of running a business.

Here at Urban Network, we don't want to see your business get caught unprepared for a disaster. With our award-winning business continuity solutions, we can ensure that we provide your business with the tools to survive and recover from un-foreseen dramas.

Book a free on-site, no obligation attached Disaster Recovery demonstration and see how Urban Network's Disaster Recovery & Business Continuity Solution can keep your business running in a complete disaster situation.

[www.urbannetwork.co.uk/disaster-recovery-solution](http://www.urbannetwork.co.uk/disaster-recovery-solution)



Urban Network is an award-winning Outsourced IT Solutions Provider founded in 2002.

We provide a trusted, competitive and impartial service to every valued customer throughout Greater London and Essex. With a comprehensive portfolio of managed cloud and on-premise services and a team of talented IT professionals, Urban Network can deliver a complete IT solution to your business.

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