A Case Study – Disaster Recovery

This is a true story that took place 4 years ago. The School District in this story was not a client of Net56 at the time this event occurred.

One of the schools in the Suburbs of Chicago was having roof construction done in August, 2011. When the roofers were done for the day on Friday, they apparently left a hatch on the roof open. Late Friday evening and early Saturday morning, a terrible rainstorm blew into the Chicago area. The rain came down in torrents inside the school and leaked into the room where the school servers were located. On Sunday, the school janitor noticed the leak and notified the principal, who in turn notified the school superintendent of the disaster. Not knowing who to call, the superintendent remembered a local man whom he had met some time ago that was the COO of a local technology company and decided to give him a call for guidance. Don Robinson, COO of Net56 took that call and told the superintendent not to worry, and that he would meet them at the school with one of his engineers to assess the damages.

When Don and the engineer arrived at the school within the hour, they saw one of the worst sights an electrical network engineer could ever imagine. The servers in the lone server room of the school were standing in water - just enough to put the equipment out of service. Many of the electrical circuits were shorted out and some had melted. One would think that this was an impossible task to fix, especially before the start of the school the next day

After seeing the mutilated pieces of circuitry and assessing the amount of damage, the school officials knew it would take nothing short of a miracle to get the school back up and running by morning.

Without hesitation, the Net56 engineer, began to disassemble the school's equipment and worked tirelessly day and night to rebuild the servers and electrical circuits. The amount of mud, grit and dirt that had become embedded into the circuitry from the flooded server room would not prevent the engineer from performing the miracle the school officials thought impossible.

On Sunday evening, the data was finally able to be recovered from the damaged equipment and restored on the Net56 Cloud. Once the data was restored, the engineer was able to connect to the school network, and upload critical applications and email service to the school. The networks, servers and all connections were then tested, and certified to 100% efficiency and the data was properly restored.

The real success part of this story, is when staff at the school arrived on Monday morning, there was no indication there had been an outage over the weekend. All emails and files were restored and nothing had been lost.