

# SNC Squared Technology Group

"The 2011 Joplin tornado event put our BDR providers to the test: eFolder was the single BDR vendor that demonstrated unwavering partnership in the most trying times."

John Motazed, CEO, SNC Squared Technology Group

## Business Challenges

2011 Joplin tornado, a catastrophic EF5 multi-vortex tornado lays waste to Joplin, Missouri

Main office of SNC<sup>2</sup> is leveled

SNC<sup>2</sup> clients need immediate access to their data, especially electronic medical records

## Results

Recovery of main office operations within five hours of disaster

Restoration of all clients within 72 hours, including 60 servers

"Disaster-proven" vendor partnership in the event of a disaster, leading to consolidation of BDR services

SNC Squared Technology Group (SNC<sup>2</sup>) partners with quality vendors in the IT industry to guarantee its managed services. In 2011, SNC<sup>2</sup> disaster recovery services were put to the test when an EF5 multi-vortex tornado struck its hometown of Joplin, Missouri. Today, SNC<sup>2</sup> standardizes on "Joplin-tornado-proven" eFolder BDR for ShadowProtect to protect its clients from any type of event.

John Motazed, CEO of SNC<sup>2</sup>, knows disaster all too well.



John Motazed, CEO, SNC Squared Technology Group

"When you install BDRs, you're mainly considering everyday disasters – hardware failures, corrupted software installs, human error," explains Motazed. "But if you're deploying BDRs it's also because you understand that natural disasters happen. Tornadoes do happen."

On Sunday, May 22, 2011, the Joplin tornado, an EF5 multi-vortex tornado struck

the city of Joplin, Missouri, home to SNC<sup>2</sup> and its 50,000 inhabitants. The tornado was the most destructive and deadliest in half a century. Amongst the ruins was the SNC<sup>2</sup> office and half of the company's client base. Because SNC<sup>2</sup> operates exclusively in the medical vertical, thousands of lives depended on SNC<sup>2</sup> restoring access to electronic medical records.

"Our office was destroyed, and yet, on a very humanitarian level, we knew that we needed to get our clients up as fast as possible. From a business perspective, we needed our partners to deliver," says Motazed.

eFolder was prepared to immediately help SNC<sup>2</sup> execute its disaster recovery plan.

SNC<sup>2</sup> set two objectives: restore its own operations on Monday and restore client operations by the end of the week, triaging clients based on the medical services they provided.

Before the Joplin tornado, SNC<sup>2</sup> had deployed eFolder BDR appliances to protect clients' data against both everyday and site-wide disasters. In the event of an everyday disaster, such as a downed server, SNC<sup>2</sup> eFolder BDRs could leverage virtualization technology to bring up images of the downed server and perform as a production server. In the event of a site-wide disaster, such as the Joplin tornado, where eFolder BDRs had been destroyed,

SNC<sup>2</sup> could still retrieve images that were backed up to the eFolder Storage Cloud.

"We had designed our business continuity offering to take snapshots every fifteen minutes, so that when the tornado ripped through our office at 5:41 p.m., the last snapshot taken by the BDR was at 5:30," says Motazed. "Our office and our clients' offices and BDRs were rubble, and yet we were confident that there would be virtually no data loss because it was stored in the cloud."

SNC<sup>2</sup> immediately sprang into action and reached out to hardware vendors to request new servers. The primary plan was to use the bare-metal images that eFolder sent on disk on the next flight to Joplin to create new production servers. For those clients who could not or did not want to restore servers locally, SNC<sup>2</sup> would virtualize their servers in the eFolder Continuity Cloud, where they could fully simulate a production environment.

When the tornado's destruction prevented delivery trucks from getting into Joplin, in a last ditch effort, eFolder had the delivery service meet SNC<sup>2</sup> at the nearest gas station, within 60 miles.

SNC<sup>2</sup> used disk images and the eFolder Continuity Cloud to restore its own operations within 5 hours, beating its recovery time objective. In an even more impressive feat, SNC<sup>2</sup> was able to restore all of the downed clients' 60 servers within 72 hours with eFolder technology; across twenty physician offices, more than 350,000 patient records were saved; finally, clients saved millions of dollars as SNC<sup>2</sup> restored financial records and insurance claims that clients would need to restore their businesses.

Following the Joplin tornado event, SNC<sup>2</sup> standardized on eFolder BDR services. Today, SNC<sup>2</sup> offers eFolder BDR for ShadowProtect as a branded service: SNC<sup>2</sup> Backup Guardian. SNC<sup>2</sup> Backup Guardian, supported by eFolder, performs image-based backup every 15 minutes, serves 81 companies, backs up 167 servers, and provides 1,500 end-users with peace-of-mind.

Motazed adds: "The 2011 Joplin tornado event put our BDR providers to the test: eFolder was the single BDR vendor that demonstrated unwavering partnership in the most trying times."



Office of SNC<sup>2</sup> after the 2011 Joplin tornado



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