CR COMPUTER

CASE STUDY

CR Computer technologists save National Plumbing Supply distributor $32,000.00 by recovering critical business data from a failed server.

Company Profile	A wholesale plumbing supply distributor that provides plumbing materials to the nations leading home improvement retailers. **Industry:** Materials and Engineering **Location:** Eastern United States
Technology Environment	Microsoft® Windows 2000 Server, Windows XP Professional, Microsoft Visual FoxPro™ Database and Custom Customer Relationship Management Application
Business Dilemma	• The client maintained 100% of their customer, accounting and inventory data on their Microsoft® Windows 2000 Server in a Microsoft Visual FoxPro™ Database. • While working with the Database the client experienced a power failure causing the server to go offline. • The client was unable to return the server to the power on state and as a result the entire company's business operations were halted.
CR Computer's Technical Solution	• CR Computer's highly skilled professionals certified in server architecture, micro-electronics and data recovery met with senior management, the business technology manager and the lead software engineer. After determining the client's needs and getting approval CR Computer began to implement their custom solution. • CR Computer was able to determine that the server system board had many failed components. CR Computer was also able to determine that there was major data corruption on the hard disks. • CR Computer initiated data recovery on the 3 hard disks in the raid 5 array and after several hours successfully recovered all the clients' critical data.
Client's Return On Investment	• With in 18 hours CR Computer successfully returned the clients business to fully operational status for under $5,000.00. • The client had researched many companies for their current dilemma and found that the current time frame for recovery was over 48 hours and the standard cost was between $12,000.00 and $17,000.00 • CR Computer was able to save the client $12,000.00 dollars for the recovery and $20,000.00 in lost sales.
The Bottom Line	• Our Client was so impressed by CR Computers ability to quickly identify the problem, provide the right specialists for the fastest and most cost effective resolution that the client hired CR Computer to implement their off-site data backup solution.

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Follow our Lead
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