24 | Seven
The Case Study

Lag in recovery time; inadequate protection of data, applications and systems; cumbersome testing processes

Business Challenges:

When you're in the people business, protecting your assets (the people) is your No. 1 priority. So naturally, if you have to choose, you'd want your disaster recovery solution to protect the servers most pertinent to accounting and ERP, right?

But what if you didn't want to choose? What if you want your disaster recovery solution to do more?

Doug Feltman, director of systems and applications at 24 Seven, Inc., knows this feeling well. 24 Seven, a New York-based talent and recruiting firm, had been relying on log shipping as its disaster recovery solution for years, and Feltman simply didn't feel comfortable with it. "We used log shipping to back up Microsoft Dynamics® GP, which is most important to us because accounting and ERP are central to our business," he said. "Still, it's just a sliver of what we needed to have protected."

Feltman knew that any outage would result in an immediate loss of productivity, and downtime was simply not an option for the company, whose reputation wholly depends on efficiently serving its customers and employees. "It would have taken days to get everything up and running again," he said. "I wanted to be able to turn to management and say, 'If there's trouble, we're set.' I couldn't do that with our current plan."

Testing the company's disaster recovery solution was also a challenge, taking as long as an entire weekend. As a result, the system had only been tested once, when it was initially set up. Further complicating matters for Feltman and 24 Seven was the fact that all 20 of the company's servers reside in New York.

"If something happened to our New York office, who knows if we would be able to do anything about it? We needed a change."

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Quorum®

The Solution:
Cost-effective, easy-to-use Quorum onQ provides instant recovery of data, applications and systems

Feltman first considered a server-based disaster recovery solution as a replacement, but found that it would protect only 24 Seven's financial information and email. "I wanted something that was all-encompassing, and that would be able to quickly get us going again after a disaster," he said. "And I needed to be able to test it to make sure it would work when we needed it most."

It was only after reading about Quorum in an industry newsletter that Feltman determined he found the right disaster recovery solution for 24 Seven. "Quorum's promise of cost-effective one-click backup, recovery and continuity was a main draw for us, and I felt it would best protect everything—data, applications and systems," he said. "With Quorum, we could also perform on-demand and automatic testing, which would make a formerly time-intensive process faster and easier."

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DOUG FELTMAN
Director of Systems & Applications

Quorum onQ passes Superstorm Sandy test

The Quorum solution was completely deployed by October 2012. Once implemented, Feltman tested each recovery node as well as synchronization between offices—and not a moment too soon. Superstorm Sandy hit 24 Seven's downtown Manhattan headquarters on the evening of October 29. The office was closed as a precaution, but Feltman still had to ensure that payroll—24 Seven's main responsibility—could be run the next day.

"Goodwill with our employees certainly drives our business, so we couldn't afford to miss our payroll by more than a day," explained Feltman. "Doing so would without a doubt affect our business down the line." In an effort to keep the payroll ball rolling and uphold the company's reputation, 24 Seven's Los Angeles site brought up two database servers required to process payroll using Quorum. Feltman then used the remote access servers (also running off Quorum) in the Los Angeles office to get the payroll done on time. "With Quorum, it was a snap," he said. "There is nothing complicated about it."

For Feltman, 24 Seven's ability to maintain business as usual in the wake of Superstorm Sandy proved that his decision to deploy Quorum was sound. "From a qualitative point of view, the greatest benefit has been in generating peace of mind across the organization," said Feltman. "The use of Quorum during Superstorm Sandy has shown that our disaster recovery plan—regarding our data, applications and systems—is secure and now proven."

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