



How would you handle the inability to process payroll?

Lessons in Preparation



Payroll Disaster Averted by Preventative Measures

Proactively implementing a disaster recovery solution, “Smart DR” from Omega Systems, paid off.

DATA LOSS STATISTICS



70% of business people have experienced loss due to accidental deletion, disk or system failure, viruses, fire or some other disaster.

- IBM



60% of companies that lose their data will shut down within months of the disaster.

- Boston Computing Networks Data Loss Statistics



31% of IT PC users have lost all their files due to events beyond their control.

- Boston Computing Networks Data Loss Statistics

The Challenge

The potentially disastrous issue report came in the morning of February 20, 2018. Lower Merion Township’s server, housing their accounting software (payroll) had crashed. Worst case scenario of this crash would not only involve the inability to process payroll, but ultimately losing all payroll related information altogether.

Preventative Measures

Fortunately, in 2017, while in search of a new Network Engineer, Lower Merion Township decided to take a different approach to management and maintenance of their IT infrastructure. Considering their need for high-level IT talent, network security, disaster recovery, regulatory maintenances and support, they made the switch from handling all IT internally, to entrusting Omega Systems with key elements of their infrastructure. Omega customized a solution that checked the boxes of their IT needs and was competitive with regard to their in-house big picture spend. The Township opted for a proactive solution including basic managed services, managed security and private cloud-based disaster recovery for key servers housing mission critical applications. Servers dedicated to accounting software and “PD Metro Alert” were among those protected by Omega Systems’ Smart DR (disaster recovery) privately hosted service. Smart DR provides data restoration from Omega Systems’-owned, private Data Center and maintenance by familiar, high-level Data Center Engineers.

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Unlike other backup services, Smart DR operates within contractually specified response times via service level agreement.

The Solution

The moment the issue was reported to Omega Systems, it was immediately flagged as priority 1 status. Omega's team of engineers formulated a remediation plan, which was in place by noon that same day and immediately set in motion. A series of calls were initiated by an Omega Systems' dedicated service engineer to Lower Merion Township, keeping them well-informed of the recovery status as it progressed.

“Not only was I impressed by the immediate attention given to our issue, but Omega Systems personally called with status updates, each concluding with an exact time of the next update, until the issue was resolved. Throughout this entire ordeal, I was confident Omega Systems would be able to restore everything in a timely manner. I cannot thank you enough for that level of response and positive results. It certainly verifies our decision to build on and strengthen our relationship with Omega Systems.”

*– Jim Weiman, Chief Technology Officer,
Lower Merion Township.*

All applications and data from the crashed server were fully restored to Lower Merion Township's virtual environment, running in the final production location by 9:00 PM and ready to process payroll the following morning.

In Summary

When faced with a disastrous accounting server crash, Lower Merion Township avoided the inability to process payroll, as well as the costly repercussions of productivity and daily functionality loss. Fortunately, they achieved full restoration due to taking the proper preventative steps with Omega Systems.

- > *Had they made the choice one year prior of maintaining all IT in-house, the burden of restoration would have fallen completely on their shoulders, demanding more time and resources than were available.*
- > *Had they chosen to simply back up their mission critical data on-premise or remotely, full restoration may have been costly, time consuming and/or impossible.*

The preventative decision to back up mission-critical servers with Omega Systems' Smart DR (disaster recovery) solution, ultimately provided a full restoration of the crashed server and the issue was resolved 100% by end of day.

Omega's Services for Data Protection

Omega Systems recognizes that data backup and restoration needs may vary from server to server, depending on what kind of data is being stored. With flexibility and scalability in mind, Omega created two replicated backup services - Smart Stor and Smart DR. These services work interchangeably to give you a backup solution that perfectly aligns with your needs and infrastructure configuration.

Both smart solutions provide:

- Fast response
- Encrypted/compressed data transmission
- Image-based data replication
- Customization & scalability



Smart Stor

Smart Stor, is Omega's remote online backup solution that provides image-based data replication with retention options, regular diagnostic reports and complete file restoration.



Smart DR

Smart DR is preferable for servers that house proprietary, business-critical or time-sensitive data. This disaster recovery solution includes all of the features as Smart Stor, PLUS a service level agreement that addresses and complies with your uptime requirements and priorities.