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Preferred IT Protects Manufacturer from Server Failure

Preferred IT Group has been providing IT services to small and mid-sized businesses in Indiana, Michigan, and Ohio for 10+ years. With a seasoned team of network engineers and consultants, the company works to not only implement new technology solutions, but carry out long-term management and support to help clients grow.

Part of the company's IT promise includes keeping clients' IT infrastructure as up-to-date and as innovative as possible. Often, these preemptive actions save clients from data breaches, data loss, network failure, etc.

One such example speaks volumes of Preferred IT's commitment to this promise. One of the company's clients, Rogers Electro-Matics is an electronic controls manufacturer in Indiana. Recently, Preferred IT upgraded their backup solution to a Datto SIRIS enterprise device.

While the Datto SIRIS offered them a backup solution, Preferred IT also urged them to update their server. Initially, Rogers Electro-Matics wasn't too eager to upgrade. Their Dell server held a legacy application that wouldn't run on newer Windows servers. Luckily, they listened to their trusted advisors at Preferred IT and ordered new hardware.

In the Nick of (Down)time

Shortly after upgrading to the Datto SIRIS and ordering new server hardware, Rogers Electro-Matics' Dell server failed. Luckily, Preferred IT had already put a solution in place that could keep them in business during this time.

The Datto SIRIS Instant Virtualization feature kept them from experiencing any downtime. Preferred IT was able to spin up the latest image from their old server and run it from the SIRIS. They ran on the SIRIS for nearly a month before the new production server came in, as some of the parts were being shipped internationally.

While Preferred IT waited on new server parts, it was business as usual at Rogers Electro-Matics: "When our Dell server's Raid card went down, Preferred IT moved our server functions over to the Datto SIRIS hardware. In a very short time we were back up and running on the Datto. In fact, our office applications ran faster on the Datto than they did on our old hardware," explained Bob Haller, Co-founder at Rogers Electro-Matics.

Preferred IT was able to repair the old server while waiting for the new hardware. However, the team at Rogers Electro-Matics opted to wait it out and remain on the SIRIS.

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Jason Horne
Co-founder, Preferred IT Group

preferred group IT

"We stayed with the Datto hardware even though we were able to bring the old server back to life. Eventually we moved to our new server hardware. The Datto is strictly a backup device again, but it is a real comfort to know that, in the event of a server crash, the Datto can run as a temporary virtual server and keep us up and running," said Haller.

Business Continuity for Manufacturers

For manufacturers like Rogers Electro-Matics, there's a lot to consider when implementing backup and disaster recovery solutions. According to Jason Horne, co-founder of Preferred IT, legacy applications are often a hurdle they must overcome. These applications make migrating away from their native servers challenging.

"With Datto, we haven't had any issues trying to spin up legacy applications. The Datto SIRIS can back them up and make them accessible," explained Horne.

As manufacturers also create their own unique products, this yields unique types of data. For Rogers Electro-Matics, production files quite literally determine their production for the day, providing blueprints for the circuit boards being constructed. These files live across three servers, and without them, they cannot create products.

With the Datto SIRIS, Preferred IT can promise customers a Recovery Time Objective (RTO) and Recovery Point Objective (RPO) to rely on. Keeping downtime minimal is what Preferred IT makes possible each day for their customers.

"Most customers have no idea how much downtime they can afford until they experience an outage. Rogers Electro-Matics had a SIRIS in place for six months prior to the crash. The owner was so happy he didn't experience the downtime he would have had he not put the Datto in place. That was the big takeaway for me with this customer," Horne concluded.

About Datto

Datto is an innovative provider of comprehensive backup, recovery, and business continuity solutions used by thousands of managed service providers worldwide. Datto's 180+ PB purpose-built cloud and family of software and hardware devices provide Total Data Protection everywhere business data lives. Whether business data is on-prem in a physical or virtual server, in the cloud, or in SaaS applications, only Datto offers end-to-end recoverability and single-vendor accountability. Learn more at www.datto.com.

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