SUCCESS STORY

E-TECH SAVES THE DAY WITH BUSINESS CONTINUITY SOLUTIONS

E-TECH

E-Tech is a managed services provider based in Toronto, serving many non-profits, regulatory bodies and small businesses across North America. E-Tech is an expert on Data Protection and Business Continuity Solutions. E-Tech has extensive experience protecting clients no matter the industry they operate within, or how big they are. E-Tech has been a leading IT provider for over 25 years, and is growing at an incredible rate.

Credit Institute of Canada (CIC) isn't your typical Educational Institute. E-Tech brings cutting edge technology to the students, instructors, and staff of CIC. This includes: data protection for workstations and servers, databases, websites, and email.

THE PROBLEM
In January 2018 one of the client's on-premise exchange servers failed, which prevented them from accessing critical data. This included: sending emails for course information to instructors and students and also receiving important registration email confirmations from new registered students.

THE SOLUTION
E-Tech sprung into action, quickly diagnosing a hardware issue as the source of the failure. E-Tech leveraged a Business Continuity Solution to avoid downtime and continued to operate for one complete month until migration to Office 365 was completed. The data was restored back to the physical server with preserved permissions.

Thanks to the expertise provided by E-Tech and the reliability of a Datto Business Continuity Solution, CIC was back up and running with minimal downtime and zero data loss.

IMPACT
This January CIC saw it's business continuity solution operate successfully. CIC was affected by malicious email, the Crypto attack, and failed hardware in the past. CIC now has peace-of-mind regarding the disaster recovery plan. We simply give E-Tech a call and they get us working on a virtual machine instance as soon as possible. Tip: the first time may take the longest, so do a practice run and you will experience even less downtime during a LIVE situation.