



SUCCESS STORY

**E-Tech Saves SILMAR Management Inc.
from Business-Threatening Downtime**



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.

THE STORY

In November of 2018 Silvio learned that SILMAR's previous IT support provider was winding down operations.

With a need to move forward, Silvio was introduced to the team at E-Tech who began with an audit of their network and office systems. We quickly identified that SILMAR's servers were aging and that their back-up systems were using older technologies that MIGHT have been helpful for data recovery but would have done nothing towards software or network restoration. Working together we identified and agreed upon a two tier solution:

STEP 1

Back-up all data, software and network functionality using remote "Datto" technology. After a testing period of a few weeks, all system backups were verified as performing properly and gone was a quarter century daily ritual of manually exchanging "back-up tapes" between SILMAR's business and home locations.

STEP 2

Transition all office functionality to cloud based solutions and the then retire their aging servers.

THE PROBLEM

With the action plan in place and rolling out smoothly, the eventuality we were safeguarding ourselves from actually happened – our servers went down and all operations across our network stopped.

THE SOLUTION

Our business continuity team at E-Tech tackled the problem straight away and immediately restored full network operations from its "Datto" mirrored set-up.

Their servers were down for good BUT operations continued seamlessly with no downtime or noticeable performance differences.

"I cannot overstate how pleased we are with the Team at E-Tech and the quality of support they have provided our organization."

- Silvio Dallan

Owner,
SILMAR Management Inc.

