



## CASE STUDY: BOWSERS

Bowers are market leading providers of passive fire protection and BCA compliance services throughout Australia. Bowers engage GBS for all of their IT support and maintenance services. In particular, Bowers pay GBS to monitor their servers and network 24x7. Read on to find out why having this kind of monitoring pays dividends

### Friday 12th February 2010

It has been raining for several days in Sydney, and around 11pm, the GBS network monitoring system picks up that the servers in Bowers are not responding to the 'health check' probe. The monitoring system sends an alert to the on-call GBS technician, who performs some initial checks to diagnose the problem.

The technician notes that there is indeed an issue, as all network access to the Bowers infrastructure is down. He puts a call into the nominated client contact, and they resolve to meet onsite at the Bowers office on Saturday morning.

Arriving onsite at 8am Saturday, the GBS technician and client find that severe local flooding had damaged the Bowers premises and had knocked out the Bowers IT infrastructure.

GBS then swung into action to provide emergency resources to help Bowers by rerouting email and ensuring that backups could be safely retrieved and restored to emergency hardware if needed.

More importantly, Bowers were able to start the recovery of their business a full 48 hours before any other business in the area was even aware of the disaster that had taken place.

By lunchtime Monday, Bowers had made the necessary arrangements to allow people to continue working and had recovered enough IT infrastructure to process critical business tasks.

### The Lesson

No-one can control the weather, but what can be controlled is the level of preparedness to deal with such incidents. Having a network monitoring system and reliable backups saved Bowers thousands, if not tens of thousands of dollars. All for a low cost monthly service fee.

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