

ART
Asset Recovery
Technologies, Inc.

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Asset Recovery Technologies Data Center Case Study

DATA AND CALL CENTER

Challenge: An underground water main burst outside of the facility, resulting in severe damage to a data center, including servers, SAN, phone switch, hubs, routers and power backup equipment. Over the course of a six-hour time period, thousands of gallons of water deluged the facility and damaged energized equipment. Thermal shock, electrical short-circuiting, electrolytic corrosion, and water pressure destroyed a significant amount of equipment during the event. In addition to the lost of capabilities for this 24-hour call center, the potential financial impact of destroyed data, including credit card accounts and ordering processing information was devastating. Over 1,500 hard drives were located in the facility. The technical challenges of the disaster management and restoration were complex: 1) to preserve and recover as much data as possible from the damaged equipment, 2) to relocate and re-establish a temporary data center of similar capabilities, 3) organizing replacement equipment, restoring the damaged equipment that was either not energized or not directly hit with water, and 4) replacing a 200 line Nortel PBX phone system with recovery of the voicemail programming.

Solution: ART provided immediate on-site assistance after notification. While personnel were in route, disaster recovery planners communicated with Tessco to establish recovery strategies and priorities. Once on site, our firm removed all the equipment from the damaged area, evaluated the ability to recover key pieces, and recovered the storage units by removing water, sand and other debris, drying, testing and returning them to pre-loss condition. We restored and performed data recovery on over 1,500 hard drives returning them free of water, sand and corrosion. Additionally, we provided on-going technical support and guidelines for the overall facility recovery and preservation of over \$30 million worth of wireless communications parts. This consulting included providing criteria levels for relative humidity, temperature, powering, grounding, parts inventorying, and safe equipment handling procedures. Most importantly, we facilitated the locating and logistics of obtaining replacement and temporary equipment for the operation of a temporary data center to return Tessco to business.

Value: ART's considerable industry experience in both large and small-scale disaster events provided the client with immediate response and on-site recovery including the preservation of inventory, recovery of the building and protection of plant. ART removed all water and

contamination from restorable equipment, resulting in equipment and facility preservation and recovery of 98% of the data that from drives that had been damaged. Our damage assessment resulted in supporting replacement of over \$5 million worth of EDP equipment, documenting business interruption costs, and the recovery of over \$20 million worth of EDP equipment. Our efforts resulted in the client being returned to near full operational capacity within 72 hours as documented in the following journal:

ComputerWorld Article

The day the recovery effort paid off

Story

NOVEMBER 17, 2003 ([COMPUTERWORLD](#)) - A fire-hydrant failure destroyed Tessco Technologies' primary data center in Hunt Valley, Md., on Oct. 12, 2002. Several hundred thousand gallons of water blasted through the outside concrete wall and inundated the data center with several feet of water.

We employed several Compaq StorageWorks SAN units, all of which were caked with mud and debris. We moved into the backup data center, restored from tape backups and were able to resume operations within a few hours.

[Asset Recovery Technologies](#) came on-site, and we began the recovery of the SAN disks. Of approximately 400 disks, their experts assisted us in recovering the data from all but four units.

Most of the physical disk drive assemblies were caked with mud and debris and gave the appearance of a total loss. We believe the combination of the robust StorageWorks product and the methodologies used by ART allowed us to recover the damaged SAN in record time.

Hal Kuff

Manager, systems and networks

Tessco Technologies Inc.