

Case Study: *Technology Industry*

Recovery Cloud Ensures Maximum Uptime for SimplyHome's Vital Services



Summary

Assistance throughout the disaster recovery planning and implementation process

Highly reliable Recovery Cloud complements client's virtual infrastructure

Geographic diversity between production, replication and backup sites

Results

“ The IT expertise and knowledge DartPoints provides is something that we have come to rely on in our partnership, which is very beneficial, particularly for a smaller business like ours. With DartPoints, I know that I can pick up the phone and call the NOC anytime to support our underlying infrastructure”

Jason Ray
President of SimplyHome

The Client

Based in Arden, NC, SimplyHome provides technology solutions to empower independence for people who are living with a disability or aging in place. SimplyHome's mix of in-home technology and cloud-based services are designed to give individuals the freedom and support they need to help promote quality life and independence in their own homes.

Challenge

A stable and reliable IT environment is critical for connecting SimplyHome's in-home services to the outside world. Since families and care providers rely on the 24/7 availability of SimplyHome's services to keep their loved ones safe, 100% uptime is a must. As their business grew and matured, SimplyHome found that they needed to implement a full business continuity solution to achieve the level of uptime they needed.

Solution

Having already had a long-standing relationship with DartPoints for cloud services, it was an easy decision for SimplyHome to entrust them with disaster recovery services as well. DartPoints' engineers sat down with SimplyHome to review their IT solution and ensure they had the very best disaster recovery practices in place to uphold to their uptime standards. SimplyHome's small IT team is able to rely on DartPoints' expertise to configure and support the underlying IT infrastructure, making implementation seamless.

With DartPoints' strategic coverage across the U.S., SimplyHome is able to achieve significant geographic diversity between their production, replication and backup sites. They house their production in DartPoints' private cloud in Greenville, SC while DartPoints' Recovery Cloud (DRaaS) replicates their critical data and systems to DartPoints' Asheville, NC data center. Additionally, DartPoints' offsite backup service helps SimplyHome follow best practices for data backups by replicating them to DartPoints' Cincinnati, OH location.

Results

Since adding DartPoints' Recovery Cloud service, SimplyHome has peace of mind knowing that even in the worst-case scenario, they will be able to recover quickly and minimize the impact of downtime on their customers. SimplyHome also appreciates that they can rely on DartPoints to handle their underlying IT infrastructure so their in-house team can focus on bringing value to the customer through building new services and applications.

