



One of Viadex' technology partners needed help to recover of one of its own clients' sites after a nearby explosion. Viadex stepped in to provide an emergency response team and replacement hardware within a 48 hour window, ensuring the end users were quickly up and running with minimal impact to their business.

DISASTER RECOVERY FOR LEADING AVAILABILITY SERVICES COMPANY

Business Challenge

Our client has been a technology leader in the UK for 25 years. One of our client's customers, a market leader of software applications and outsourcing solutions, were dramatically affected by the explosion at the Buncefield oil depot.

Their office headquarters in the Home Counties, where 3,200 of their staff were located, suffered extensive blast damage. This depot was also one of the largest fuel supplying facilities in the country and stored aviation fuel as well as petrol.

Objective

Source, configure, test and deliver all urgently required servers and PCs within 48 hours.

Approach

After receiving a call on the Sunday at 4pm from the client's emergency recovery team, the Viadex emergency team received an email with a list of critical equipment that had to be delivered on Tuesday.

The on-call Director immediately assembled the response team to prepare to receive the list of required hardware and an internal technical build team was also put on standby. The purchasing and warehouse departments were deployed on rotating shift basis along with an overnight technical build team.

Viadex Technical Solution

50% of the requirements were held in stock in the Viadex warehouse, while the other 50% had to be sourced. The purchasing and warehouse departments were divided into teams to cope with the additional work load, and one of the technical teams worked through the night to build and test systems.

A series of same day vans were organised and deployed to collect goods from all over the UK, with dedicated warehouse staff checking against current stock levels and the remaining servers. All non-stock items were located, and the entire emergency list was delivered on the morning of Tuesday 12th. Other specialist items that were not available in the UK were sourced internationally and supplied within the time constraints to meet the client's SLAs.

Overall, a total of 212 systems were supplied within 48 hours to meet requirements relating to 209 separate customer organisations.

Business Benefits

- Ability to source critical infrastructure within 48 hours.
- Insurance against business interruption.
- Damage limitation by minimising long term financial impact.

Industry Service Provider

Solution at a Glance

Procure build and test 212 systems in 48 hours in order to meet our clients client SLA's.

Business Challenges

Source, configure and test all immediate required servers and PC's in 48 hours.

Key Services

- Project Management
- Procurement Specialisation
- Technical Configuration
- Logistics
- System installation