

zenzero

IT SOLUTIONS

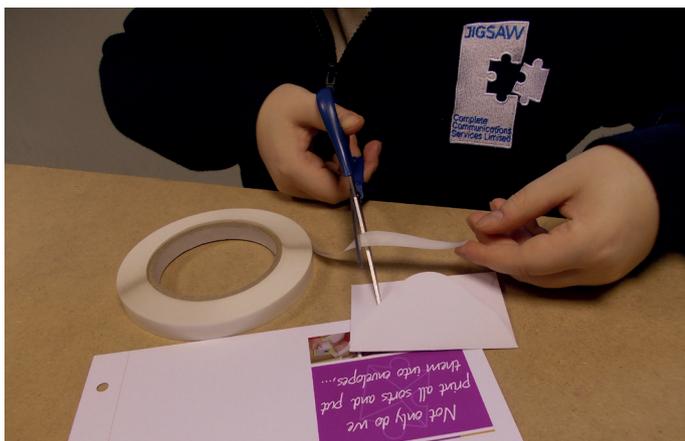
Zenzero and StorageCraft to the rescue

Background

Jigsaw Complete Communications Services are creative mailing experts specialising in direct mail and unique hand fulfilment. Their knowledge, expertise and creativity help them to deliver stand-out jobs smoothly and efficiently. The importance of a comprehensive IT solution was seen as vital to the success of the business, so in May 2012, a support contract which offered a fully managed service for all IT issues, proactive monitoring, managed anti-virus, remote and on-site support and online backup using "Shadow Protect" from StorageCraft was agreed with Zenzero.

Rebecca Fahy, Managing Director of Jigsaw Complete Communications Services explains why a reliable IT partner is paramount to the success of their business. "We were introduced to Zenzero when we were at crisis point, our design files had been disappearing from our network and our previous supplier was trying to resolve the issue remotely, but was unable to do so. Within 24 hours of being introduced to Zenzero, the issues had been resolved."

Fast forward to December 2014 and again Zenzero came to the rescue to resolve a major issue which had occurred. "In November Zenzero had called us as a reminder that the warranty on our server was due to expire, and that they would recommend extending it. This was a great example of customer service as it was not on my radar that it was due to expire."



Key Benefits

- No disruption to business
- Users able to continue to work without interruption
- No loss of data despite a hard drive failure

Hard Disc Failure

"It's a good job that we renewed the warranty because not long after, we had a call from Zenzero to say that they had been alerted by their monitoring software to a hard disc failure and were currently investigating the problem."

Once a hard disc failure had been confirmed a member of the Zenzero support team visited site to replace the failed component. The way the system is designed to work the mirrored drive should have self-configured and the server would have been up and running as normal, however the process had uncovered a problem with the second hard disc which also needed replacing.



STORAGECRAFT®

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Because the server was still working the systems were kept operational until the end of the day when the server was powered down and taken back to the Zenzero offices so that the second hard disc could be replaced and the systems rebuilt. To ensure minimum levels of downtime were experienced, the server was rebuilt overnight by a Zenzero engineer and was delivered back on site and fully operational the next morning.

“StorageCraft provides Zenzero with a robust backup solution for our customers, this is another example of doing just what it says on the tin.”

Will Brooks, Zenzero

What is “StorageCraft”?

- A backup and disaster recovery solution for Windows, allowing scheduled imaged-based backups of local disks
- Backups include all files, settings, programs and operating system files, an exact representation of the entire volume at the time the backup was created
- ShadowProtect from StorageCraft creates snapshots of local volumes which is both quick and unobtrusive as a backup can be taken whilst programs are still running

The Results

“The commitment to customer service was incredible, and even though this was a major incident our systems were only down for half an hour in total, you can’t ask more than working all night on an issue to ensure that we were up and running by the morning.”

“It’s times like these that completely justify our monthly maintenance with Zenzero, it truly is peace of mind. We know that whatever the issue, from something minor like a printer not working, to something more major, like a hard disc failure they are just at the end of the phone, and nothing is ever too much trouble.”

“IT is the life blood of any business and it’s crucial to ensure you have a rescue plan in place for that time when something goes wrong, Zenzero are our rescue plan.”

“It’s times like these that completely justify our monthly maintenance with Zenzero, it truly is peace of mind.”

Rebecca Fahy, Jigsaw CCS



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