

AXCIENT APPLIANCE PROTECTS DATA DURING SERVER FAILURE

Partner Success Story

Axcient

A Partner in Technology is Maine's IT services & consulting firm that provides personalized, professional technology solutions and computer network services to 35+ local businesses. They focus on customer needs by listening to their issues and challenges. API believes that a strong business relationship is built on the foundations of professionalism, caring, and great customer service.



“ Kennebec Water District in Waterville, Maine had only 3 weeks until their primary application was migrated to the cloud. Then it crashed! We immediately spun-up this server on the Axcient appliance so that their office could continue to work until the application was migrated to the cloud. They operated normally for 3 weeks. Axcient saved the day!

- Scott D. Fossett, President of API

HARDWARE FAILURE FREEZES BUSINESS DURING DATABASE MIGRATION

A Municipal Water supplier to central Maine since 1899, Kennebec Water District (KWD) supplies its service municipalities with water for domestic, commercial and fire protection purposes. KWD entrusts their business to A Partner in Technology for personalized, professional technology solutions and computer network services.

During a decision to migrate their database from on-premise to the cloud, KWD encountered an unexpected and near-catastrophic hardware failure, leaving users without access or visibility into the database. KWD needed a way for their team to continue with work as usual until the application migration was complete.

“ “As an IT Service provider, I sleep better at night knowing our clients are protected by Axcient.

- Scott D. Fossett, President of API

THE PROBLEM:

- Hardware failure
- Kennebec Water District's business was halted during a database migration

THE SOLUTION:

- Axcient Business Recovery Cloud
- Axcient Appliance
- KWD utilized the Axcient Appliance to restore activity

THE BENEFIT

- Lower cost of entry
- Flexible
- Eliminate data loss
- Scalable
- Accessible



FAILED OVER TO AXCIENT APPLIANCE

With a server out of warranty and their business halted across six key locations, KWD quickly turned to A Partner in Technology to spin up the database server as a VM on the Axcient Appliance.

As their trusted advisor in IT solutions, A Partner in Technology knew failing over to the Axcient Appliance would eliminate data loss and quickly restore business for KWD in a matter of minutes. With the help of Axcient Support, users were able to get back into the system and escalate any login issues they encountered along the way.

Axcient Support even communicated directly with the software provider to validate all users were back online. It's the level of experience and professionalism like this that allowed KWD to quickly get back to business. What took A Partner in Technology just minutes would have taken KWD days, or even weeks, to repair the outdated server - saving them thousands in potential lost revenue.

ELIMINATE DATA LOSS AND BUSINESS DOWNTIME

The Axcient Appliance enables businesses to protect their data and applications locally and replicate it to the cloud.

As in the instance of Kennebec Water District, protecting your business with the Axcient Business Recovery Cloud ensures the business and applications are always accessible and protected in the event of planned or unplanned downtime.



ABOUT AXCIENT:

The Axcient Business Availability suite is the proven business continuity and cloud migration solution for Managed Service Providers (MSPs). The Axcient Business Availability suite includes Replibit, BRC, CloudFinder, Anchor, Fusion, and the Axcient Cloud. MSPs and their clients depend on us to protect their data and ensure business continuity in the event of security breaches, human error, and natural disasters. Our focus on partner experience has resulted in more than 3,000 MSP customers throughout the US, Europe and Australia.

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