

IT. With your business at the heart of the solution.

Ben Evans Commercials Ltd of Derbyshire, have been established over 10 years and are one of the UK's leading export and shipping specialists, supplying vehicles and trailers both in the UK and worldwide. They rely heavily on technology to allow them to communicate rapidly with buyers and sellers in a fast moving environment.

Problem

Ben Evans Commercials arrived at the office to find a natural disaster had put their IT infrastructure totally out of action. This left Ben Evans unable to deal with vital communications from their customer, access their CRM database or update their live truck availability web-site.

Solution

As soon as the call was put into Orchid, priority was given to it due to the serious nature and that it was affecting the whole business. A new file server was taken from stock and a new operating system was configured and tested. An Orchid engineer went to the offices of Ben Evans to obtain their latest backup tape and this was restored onto the server in Orchid's offices. All settings and data were restored and Ben Evans were trading again fully early the following day.

Result

Once the system was re-instated and everything was running again, Orchid suggested implementing another backup strategy. Ben Evans now, in addition to their tape backup, send a copy of their data over an encrypted tunnel to Orchid's datacentre in Derby. This should mean that if the unfortunate event should happen again, Orchid will be able to assist Ben Evans in getting back up and running even faster.

Orchid reacted to our problem immediately, the loss of the server and the resulting downtime for any business costs money, with Orchid's speed and efficiency they kept this to an absolute minimum and got us back up and running.

Overall we are extremely pleased with Orchid not just in dealing with this matter but with all our IT requirements.

Ben Evans
Director
Ben Evans Commercials Ltd

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