



CUSTOMER SPOTLIGHT | APRIL 2018

# AXCIENT SUSTAINS BUSINESS OPERATIONS DURING DOWNTIME



*The server failure for our client was completely unexpected, and given the arduous process involved in a warranty replacement, we were ecstatic that Axcient was able to fully run their virtualized server backup for several weeks, while we worked out a replacement from the vendor.*



- Ben Latterell, vCIO, Polar Systems

## THE PROBLEM

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- **Small Business Server failure**
- **Community Access Services operations were stopped**

## FAILED HARDWARE DISABLES BUSINESS OPERATIONS

A not-for-profit organization headquartered in Beaverton, Oregon, Community Access Services (CAS) provides support to those with Intellectual and Developmental Disabilities (IDD), in residential, employment, and day support activities.

Polar Systems, Inc. is a leading expert in IT solutions with over 35 years of Managed Services and IT consulting experience for small-to-medium sized businesses. It's no surprise that their team quickly took action when CAS encountered a debilitating Small Business Server outage that halted productivity and business operations for CAS employees.

## THE SOLUTION

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- **Axcient Appliance**
- **Polar Systems utilized the Axcient Appliance to restore activity for CAS**

## LAUNCHED SMALL BUSINESS SERVER ON AXCIENT APPLIANCE

With another location in Portland, Oregon, CAS needed a way for their teams to continue with business despite the current hardware failure. Knowing this, Polar Systems utilized their knowledge of Axcient's business continuity solutions and immediately spun up the small business server on the Axcient Appliance.

The decision to fail over to the Axcient Appliance not only eliminated data loss for CAS, but it quickly restored business in a situation where the length of downtime could have lasted weeks and costed CAS thousands of dollars in unnecessary equipment and operational costs.

## THE BENEFIT

- **No disaster declaration fees**
- **Flexible**
- **Immediate access to data**

## SAVED THOUSANDS OF DOLLARS IN EXPENSES

Community Access Services prides itself on their ability to help individuals live healthy and fulfilled lives in their homes, workplaces, and communities. This simply cannot be done without access to a functioning server.

The decision to virtually continue business through Axcient's Appliance saved CAS thousands of dollars in expenses for new equipment costs while also keeping their email system operating.

Polar Systems acted as a veteran, trusted advisor to help protect CAS business and ensure their applications were accessible and protected during unplanned downtime.

## ABOUT POLAR SYSTEMS

As a family-owned and locally-run company, Polar Systems understands the needs of small businesses and strive to recognize the unique needs of every single client and provide a solution tailored to each individual organization. With more than 35+ years of experience in the field and over 10 years as a leader in the managed services space, we take great pride in recommending the right technologies and believe it is paramount to building long-term partnerships.

<http://www.polarsystems.com/about-us/>

# 85TB 280SERVERS

# 55+ ORGANIZATIONS SUPPORTED

At Axcient we solve complicated technology problems with powerfully simple solutions that help businesses run at their full potential, without interruption. We do this by combining the power and scale of the cloud with the flexibility of software-defined architectures and the simplicity of consumer applications.