# PALMTECH

## I.T. SOLUTIONS FOR BUSINESS

# The 10 Disaster Planning Essentials For Any Business Network

## By Chuck Poole, President
## PalmTech Computer Solutions

1025 N. Florida Mango Road
West Palm Beach, FL 33409
561-969-1616
www.palmtech.net

If your data is important to your business and you cannot afford to have your operations halted for days – even weeks – due to data loss or corruption, then you need to read this report and act on the information shared. A disaster can happen at any time on any day and is likely to occur at the most inconvenient time. If you aren't already prepared, you run the risk of having the disaster coming before you have in place a plan to handle it. This report will outline 10 things you should have in place to make sure your business could be back up and running again in the event of a disaster.

1. **Have a written plan.** As simple as it may sound, just thinking through in ADVANCE what needs to happen if your server has a meltdown or a natural disaster wipes out your office, will go a long way in getting it back up fast. At minimum, the plan should contain details on what disasters could happen and a step-by-step process of what to do, who should do it, and how. Also include contact information for various providers and username and password information for various key web sites. Writing this plan will also allow you to think about what you need to budget for backup, maintenance and disaster recovery. If you can't afford to have your network down for more than a few hours, then you need a plan that can get you back up and running within that time frame. You may want the ability to virtualize your server, allowing the office to run off of the virtualized server while the real server is repaired. If you can afford to be down for a couple of days, there are cheaper solutions. Once written, print out a copy and store it in a fireproof safe, an offsite copy (at your home) and a copy with your IT consultant.

2. **Hire a trusted professional to help you.** Trying to recover your data after a disaster without professional help is business suicide; one misstep during the recovery process can result in forever losing your data or result in weeks of downtime. Make sure you work with someone who has experience in both setting up business contingency plans (so you have a good framework from which you CAN restore your network) and experience in data recovery.

3. **Have a communications plan.** If something should happen where employees couldn't access e-mail or use the phones, how should they communicate with you? Make sure your plan includes this information including MULTIPLE communications methods.

4. **Automate your backups.** If backing up your data depends on a human being to do something, it's flawed. The #1 cause of data loss is human error (people not swapping out tapes/hard drives properly, someone not setting up the backup to run properly, etc.). ALWAYS automate your backups so

they run like clockwork and be sure to get DAILY email notifications that they completed.

5. **Have an offsite backup of your data.** Always, always, always maintain a recent copy of your data off site, on a different server, or on a storage device. Onsite backups are good, but they won't help you if they get stolen, flooded, burned or hacked along with your server.

6. **Have remote access and management of your network.** Not only will this allow you and your staff to keep working if you can't go into your office, but you'll love the convenience it offers. Plus, your IT staff or an IT consultant should be able to access your network remotely in the event of an emergency or for routine maintenance. Make sure they can.

7. **Image your server.** Having a copy of your data offsite is good, but keep in mind that all that information has to be RESTORED someplace to be of any use. If you don't have all the software disks and licenses, it could take days to reinstate your applications (like Microsoft Office, your database, accounting software, etc.) even though your data may be readily available. Imaging your server is similar to making a polaroid picture of its hard drives; that replica can then be directly copied to another server saving an enormous amount of time and money in getting your network back. Best of all, you don't have to worry about losing your preferences, configurations or favorites.  To find out more about this type of backup, ask your IT professional.

8. **Network documentation.** Network documentation is simply a blueprint of the software, data, systems and hardware you have in your company's network. Your IT manager or IT consultant should put this together for you. This will make the job of restoring your network faster, easier AND cheaper. It also speeds up the process of everyday repairs on your network since the technicians don't have to spend time figuring out where things are located and how they are configured. And finally, should disaster strike, you have documentation for insurance claims of exactly what you lost. Again, have your IT professional document this and keep a printed copy with your disaster recovery plan.

9. **Maintain Your System.**  One of the most important ways to avoid disaster is by maintaining the security of your network. While fires, floods, theft and natural disasters are certainly a threat, you are much more likely to experience downtime and data loss due to a virus, worm or hacker attack. That's why it's critical to keep your network patched, secure and up-to-date. Additionally, monitor hardware for deterioration and software for

corruption. This is another overlooked threat that can wipe you out. Make sure you replace or repair aging software or hardware to avoid this problem.

10. **Test, test, test!** A study conducted by Forrester Research and the Disaster Recovery Journal found that 50 percent of companies test their disaster recovery plan just once a year, while 14 percent never test. If you are going to go through the trouble of setting up a plan, then at least hire an IT pro to run a test once a month to make sure your backups are working and your system is secure. After all, the worst time to test your parachute is AFTER you've jumped out of the plane.

## Want Help In Implementing These 10 Essentials? Contact us For a *FREE Disaster Recovery Audit!

## How To Secure Your Free Disaster Recovery Audit?

1. Call us direct at (561)969.1616  **OR**

2. Send an e-mail to info@palmtech.net with the words, "Free Security Audit" in the subject line. Be sure to include your company name, address, and phone number so we can follow up with you.

*Offer valid to qualified prospective clients with 15 or more computers and a minimum of 1 server.*



**Chuck Poole**
**President**
**PalmTech Computer Solutions**
**www.PalmTech.net**
**info@palmtech.net**
**(561) 969-1616**

# See What Our Clients Are Saying!

"Chuck helped me with my computer which we both thought was a simple problem, then dug deeper to find serious issues. but there was no "times up, gotta go" attitude from him OR his staff. The problem was rooted out, fixed and preventive measures taken to ensure smooth operation. A TRUE professional... we are all lucky to have him in our corner, not just for his computer expertise, but to learn from as well!"
~ Chris Pawlowski, Palm Beach Organics

**Koleos ♦ Rosenberg ♦ McMahon**

"Last week, one of our secretaries had inadvertently deleted a file from our documents database. I contacted PalmTech and within minutes they were on line on our server showing me how to access our backup (which is fairly new and this was the first time we had needed to access same). Within minutes the tech had located the backup file needed and restored same. All was good, within 15 minutes the day was saved. As anyone in the law business knows, we depend on our computer system and documents being ready at all time. Loss of one document, let alone a whole file would certainly ruin someone's day. Our thanks to PalmTech and Backup Nirvana for the quick resolution."
~ Debi Koleos, Administrator, Koleos, Rosenberg & McMahon, P.A.

"Wow... There are the Best of the Best and there are those who Rock! Chuck Poole our computer wizard, did not stop until he fixed Everything, I mean EVERYTHING! I have had many computer service people over the years to help me, but never that took all the time necessary to get everything up to the level of perfection he expects! I highly recommend Chuck Poole to any one, and any business, small or large! He is an expert that even the major companies will benefit from!

His level of perfection is so high that it exceeds his clients! So high that he will not stop until it is achieved! There is just nothing more to offer than what he accomplishes."
~ Carole J Casella, Assurance Solutions, Inc.

"Chuck, Pablo and your team did an excellent job and went above and beyond to make sure our security office stayed operational during renovations. I don't know what we would do without you."
~ Nina Amodio, Assistant to the General Manager, CityPlace

### For additional testimonials, please visit
https://www.palmtech.net/why-palmtech/testimonials/

# About PalmTech
## How Business Does IT

More than 30 years ago, Chuck Poole set his eyes on one of the first "Personal Computers" commercially available – it was love at first sight. He was so enamored with computers that some people worried he might never do anything else – and they were absolutely right.

Throughout his career he has written more than 400 software packages and won numerous "Product of the Year" awards from three different prestigious industry publications. He has developed software for the United Nations, the FBI, the CIA, Bahamas Telecom, Cosmopolitan Magazine, MTV, and hundreds of other international and governmental organizations. Now, after 24 years of IT experience, he is still seeking ways to implement technology that can help his clients increase productivity, lower costs, and create new opportunities.

## Our goal is for you to think of us as part of your staff and to be an integral part of your company's success.

**PalmTech puts your focus back on your business with our:**

- **Registered Microsoft Partner status –** designates our expertise with Microsoft technologies
- **Cost-effective solutions –** that give you the technology to compete with larger companies
- **Skilled technology experts –** experienced engineers who view themselves as an extension of your business
- **24 X 7 help and support –** help is only a phone call away

PalmTech Computer Solutions was born of an idea that small and medium-sized businesses have exactly the same fundamental needs as large businesses, but lack the staff size and budget to meet the same challenges. PalmTech is the embodiment of a vision to provide these same high quality corporate IT services on an "as needed" basis to small and medium-sized companies.

## Find out how our experienced professionals can turn your technology investments into a powerful business advantage.

## Contact us at (561) 969-1616 or info@palmtech.net.