

Camfil APC Gets Entire IT Infrastructure Back Online Within 24-hours of Tornado

CHALLENGE

After being struck by an EF-3 tornado, John Heritage and his team needed to get Camfil's IT infrastructure up and running again.

On the evening of Saturday, March 28, 2020, John Heritage, the IT Manager for Camfil APC, watched his local news as an EF-3 tornado headed toward his company's location. Thirty minutes later, John got a call from a colleague to let him know fortunately no one was working that day, but the Camfil manufacturing facility took a direct hit from the 140 mph winds, including offices that housed the production server room.

John's immediate response was, "What is the condition of the server room?"

His colleague told him that despite the building catching fire and office space taking on some water, the server room was intact—a small bit of good news on an otherwise bad night.

"I didn't sleep a wink because I kept thinking through our disaster recovery plan. Is our equipment still functional despite possible water damage or power surges? Will we need to restore from backups? Of course everything was on surge protection with backups in place, but this was a catastrophic event outside of a normal break/fix scenario," John says.

The following morning, John drove to the site to evaluate the situation with the rest of his team. As he drove through debris and surveyed the damage, John began to explore his options for getting servers up and running.

"As part of Camfil's disaster recovery plan, our first option was a provisioned space in the front office location that was not directly impacted by the tornado. However, our fiber was piped into the back facility, so we would have needed to utilize a backup internet connection to get the front office location online, which wasn't an ideal solution," John says.

He needed an alternative solution with fiber connectivity that would restore Camfil's IT services quickly.



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INDUSTRY

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RITTER SERVICES PROVIDED

Colocation
Fiber Connectivity
Custom Networking

SOLUTION

All hands on deck and a clear plan from John's Ritter Rep, Scott Roberson, put things back on track.

As a customer of Ritter for nearly 10 years, John had toured Ritter's colo facility prior to the tornado, so he knew it was the most robust and secure option in the area. There might be a chance they would have rackspace, though he wasn't sure.

In an effort to find an alternative solution, John reached out to his contact at Ritter, Scott Roberson. "Scott picked up and immediately took charge. He said Ritter would help any way they could and promised to call me right back."

Scott immediately started making phone calls on John's behalf to find out what space Ritter had available at their colocation facility. Thirty minutes later, John's phone rang.

Scott looped in Ritter's Cloud Solutions team and quickly confirmed with John there was enough space to move their entire server room to the Ritter facility. He was on his way to the Camfil site to get started.

Over the next few hours, a handful of Ritter and Camfil employees moved everything Camfil had in their server room to Ritter's colo facility.

"We literally loaded our entire production facility into the bed of a truck," John says, laughing.

The Camfil and Ritter teams got all of the equipment hooked up and rerouted Camfil's main network line to Ritter's colo facility. Camfil's entire IT infrastructure was running by the end of the day—just a little more than 24 hours after the tornado had struck.

"Everything was fully operational from an IT perspective. You wouldn't have known anything ever happened."

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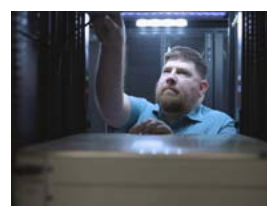
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RESULT

Ritter gives John and the Camfil team “a pure sense of relief.”

As the debris at Camfil was cleaned up over the next few weeks, John faced a new decision: A long-term plan for Camfil’s server environment.

One option was to incorporate their data center back into a new facility at Camfil, but once in Ritter’s high-performing colo environment, they saw an opportunity to create a hybrid model by relocating production servers to Ritter’s Data Technology Center.

“And that’s where the production servers and infrastructure are right now and plan to stay for the foreseeable future,” John says.

After this hybrid model was in place, Camfil needed internet connectivity for additional locations. Scott and the Ritter team set them up with their eLAN service—a fiber-based private network back to the Ritter Data Technology Center—to connect three Camfil sites on a single network. Ritter also installed new fiber at the damaged office location, fully eliminating any downtime, something Camfil APC is particularly happy with.

Today, Camfil’s entire IT infrastructure operation is fully connected through Ritter’s resilient data center, giving them the peace of mind that their data is fully secured with redundant backup services.

“Ritter went above and beyond. They took a chaotic situation, outside of normal business hours and provided an elite level of customer service. Without them and my IT team, things wouldn’t have been resolved as quickly as they were,” John says. “Ritter was a lifesaver that day.”

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“The level of SOC 2 security to get into the facility is impressive. That’s what you want—that peace of mind knowing your company’s data is secure and operational.”

*John Heritage
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Camfil APC*



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