

SPH Survives Workplace Disaster Thanks to Campbell Lee Data Centre

Business continuity Suite ensures it's "business as usual" for fire-hit company.

"Campbell Lee originally won the contract because they developed a bespoke solution for our requirements, covering servers, infrastructure, communications and office space. This, allied to their extensive experience in business continuity, guaranteed SPH an effective and professional safety net when disaster struck."

Chris McMahon, IT Manager
SPH Onesearch

"Our joint planning with Campbell Lee ensured the survival of the business. Key to our survival was having somewhere for our people to go and hitting the ground running with our data fully backed-up. If we hadn't factored a disaster into our planning, we'd be dead in the water by now."

Ronnie Park, Managing Director
SPH Onesearch

When fire broke out in the hi-tech premises of Glasgow-based SPH Onesearch, specialists in electronic property searches for legal conveyancing, the disaster could easily have forced the fast-growing company out of business.

SPH are dependent on the web and electronic communication to deliver their service but, due to fire, smoke and water damage, the building and all its contents (from computers to office furniture) were rendered unusable.

Fortunately and with great insight from SPH, a Business Continuity Plan with Campbell Lee had already been developed and put in place. This covered people, processes, technology, management and the immediate availability of 50 desks within Campbell Lee's Business Continuity Suite. The prospect of re-locating its people to an "always ready" Suite, should disaster strike, was particularly important to SPH. They recognised that equipment is replaceable but people are absolutely indispensable to a business, and these people had to have somewhere to go. And fast!

As SPH could not afford to lose client communications or the data on their server, the Business Continuity Plan covered issues such as risk assessment, contingency planning, data back-up and full restoration techniques.

So, within minutes of the fire, phone lines were redirected and SPH staff began to move across Glasgow to the Campbell Lee Suite, maintaining contact with the outside world. Thanks to Campbell Lee's back-up servers, the company was immediately up and running again. No records were lost, no deadlines were missed, no clients were inconvenienced. It was business as usual - only the location of the business was different.

SPH's foresight is very unusual, because 92% of Scottish businesses have no disaster recovery plan in place.

SOLUTION OVERVIEW

- Business Continuity Suite (50 seats)
- Server High Availability

KEY BUSINESS BENEFITS

Campbell Lee helped ensure SPH remained commercially viable in a crisis. Their clients continued to receive a service and competitors were unable to take market advantage of SPH's temporary problem.



Campbell Lee Computer Services Ltd.
McKinven House
George Street
Falkirk FK2 7EY
Scotland

t. +44(0) 1324 677200
f. +44(0) 1324 677201

www.campbell-lee.co.uk