



CUSTOMER SPOTLIGHT | MARCH 2018

# AXCIENT APPLIANCE PROTECTS DATA DURING SERVER FAILURE

AXCIENT™



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*Kennebec Water District in Waterville, Maine had only 3 weeks until their primary application was migrated to the cloud. Then it crashed! We immediately spun-up this server on the Axcient appliance so that their office could continue to work until the application was migrated to the cloud. They operated normally for 3 weeks. Axcient saved the day!*

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- Scott D. Fossett, President of API

## THE PROBLEM

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- Hardware failure
- Kennebec Water District's business was halted during a database migration

## HARDWARE FAILURE FREEZES BUSINESS DURING DATABASE MIGRATION

A Municipal Water supplier to central Maine since 1899, Kennebec Water District (KWD) supplies its service municipalities with water for domestic, commercial and fire protection purposes. KWD entrusts their business to A Partner in Technology for personalized, professional technology solutions and computer network services.

During a decision to migrate their database from on-premise to the cloud, KWD encountered an unexpected and near-catastrophic hardware failure, leaving users without access or visibility into the database. KWD needed a way for their team to continue with work as usual until the application migration was complete.

## THE SOLUTION

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- Axcient Business Recovery Cloud
- Axcient Appliance
- KWD utilized the Axcient Appliance to restore activity

## FAILED OVER TO AXCIENT APPLIANCE

With a server out of warranty and their business halted across six key locations, KWD quickly turned to A Partner in Technology to spin up the database server as a VM on the Axcient Appliance.

As their trusted advisor in IT solutions, A Partner in Technology knew failing over to the Axcient Appliance would eliminate data loss and quickly restore business for KWD in a matter of minutes. With the help of Axcient Support, users were able to get back into the system and escalate any login issues they encountered along the way.

Axcient Support even communicated directly with the software provider to validate all users were back online. It's the level of experience and professionalism like this that allowed KWD to quickly get back to business. What took A Partner in Technology just minutes would have taken KWD days, or even weeks, to repair the outdated server - saving them thousands in potential lost revenue.

## THE BENEFIT

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- Lower cost of entry
- Flexible
- Eliminate data loss
- Scalable
- Accessible

## ELIMINATE DATA LOSS AND BUSINESS DOWNTIME

The Axcient Appliance enables businesses to protect their data and applications locally and replicate it to the cloud.

As in the instance of Kennebec Water District, protecting your business with the Axcient Business Recovery Cloud ensures the business and applications are always accessible and protected in the event of planned or unplanned downtime.

*"As an IT Service provider, I sleep better at night knowing our clients are protected by Axcient. "*

- Scott D. Fossett, President of API

## ABOUT A PARTNER IN TECHNOLOGY

A Partner in Technology is Maine's IT services & consulting firm that provides personalized, professional technology solutions and computer network services to local businesses. They focus on customer needs by listening to their issues and challenges. API believes that a strong business relationship is built on the foundations of professionalism, caring, and great customer service.

<http://www.apitechnology.com/index.php>

# 54TB 121 SERVERS

# 35+ LOCAL BUSINESSES PROTECTED

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.