



Co-Location Migration

Customer Case Study

DePaul Community Resources



Website: www.depaulcr.org

Size: 19 locations

Location: Roanoke, VA

Industry: Social Services

Customer Profile:

DePaul Community Resources is a nonprofit human services organization that opens doors to hope and belonging for children, families, and individuals with developmental disabilities. Since 1977, DePaul has provided safe homes, permanent families, integrated community support, and opportunities for deep healing across Central and Southwest Virginia.

Project Objectives:

- Business Continuity
- Increased Uptime and Performance

Solution Components:

- ALI/BMDC Co-Location Services
- ALI Solution Consultation Services
- ALI Integration & Project Management Services
- Microsoft Office 365 Hosted Services

Implementing Cloud-Based Business Continuity

“I enjoy working with the engineers at ALI because they are very knowledgeable about our challenges, and are able to recommend solutions that not only meet our needs but leverage options I would have never thought possible.”

-Jeff Southworth, IT Director, DePaul Community Resources

Situation

DePaul Community Resources (DePaul) is a 501 (c)3 nonprofit human services organization that has opened doors to hope and belonging for families and individuals across Virginia for over 40 years.

With the goal of being a touchstone provider of services to individuals with unique challenges, DePaul works daily to improve the lives of children, families, and individuals with developmental disabilities. Their staff of over 200 works alongside a network of over 400 care providers, foster and adoptive parents, and a host of volunteers, advocates, and partners.

DePaul is a high-touch organization requiring a solid line of communication to deliver services to their community. If communications falter, DePaul's critical services are impacted. DePaul's IT Director, Jeff Southworth, explained that “if the power at the main headquarters goes out, an email about a child being picked up from school might not be delivered, and then that child is impacted directly.”

Jeff and the DePaul team have worked with our staff at Advanced Logic Industries (ALI) for many years. When he sought to re-architect some of his IT processes and platforms for better business continuity, as well as migrate some of their Microsoft business applications to the cloud, Jeff knew exactly who to call. An additional pressing issue was power outages at their Roanoke headquarters that were affecting the availability of critical business applications and processes.



Solution

After exploring some options internally, DePaul engaged ALI to help address these interconnected challenges.

Our recommendations consisted of some hardware upgrades combined with a migration to locate their equipment into our professionally managed data center (commonly referred to as “co-location”).

DePaul’s IT systems were moved from their headquarters’ location to ALI’s Brush Mountain Data Center, conveniently located near the Roanoke area at the Virginia Tech Corporate Research Center.

Relocating equipment within a fully managed data center with redundant power systems provided DePaul with improved business continuity and faster response time if a problem were to arise. The organization maintained full access to their IT systems, but now had the option of accessing them in person or via a secure connection. Furthermore, their business continuity plans benefitted from the redundant systems and infrastructure available at Brush Mountain Data Center. Redundant power systems and backup generators ensured uptime. If needed, ALI’s team of engineers are available to assist with systems management in a proactive manner with very fast response times.

For more information about ALI’s Business Continuity and Data Center Services including Co-Location, Data Protection, Hosted/Cloud Computing and Managed IT Services, contact your ALI representative today to schedule your free in-person consultation.

Business Continuity Best Practices & Tips:

- **Identify your mission critical data and points of failure.**
- **Don’t just create a business continuity plan. “Fire drill” your plan, and test, test, test!**
- **Keep vendor contacts easily accessible so you can quickly access help when emergencies arise.**
- **Ensure capability to remotely control your systems in the event that you are unable to access facilities for an extended period of time.**

Results

The entire team at ALI worked closely with Jeff Southworth to organize and execute the move of DePaul’s network infrastructure to Brush Mountain Data Center in one evening.

Even though this was an extremely difficult and technical move during a snowstorm, the entire procedure was completed within four hours with no delay to DePaul’s operations. DePaul’s systems were fully operational with no negative impact to their employees and the problem of power-related downtime was addressed. Operations could be relied upon with even greater confidence and DePaul’s systems would enjoy the benefits, including backup power generation in the event of a larger emergency impacting the region.

After the project was completed, our team was glad to hear that the team at DePaul not only was very satisfied with the performance of their IT systems, but also had a much-reduced level of personal stress and organizational risk. The guaranteed performance of ALI’s data center ensures that the systems at DePaul are ready 24/7 to serve children, families, and care providers across the region.