



The 10 Disaster Planning Essentials For A Small Business Network

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.

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Everything You've Worked For... **GONE... In An Instant?**

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 fast. At a minimum, the plan should contain details on what disaster 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 your office, 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 doing something, it's flawed. The #1 cause of data loss is human error (people not swapping out tapes properly, someone not setting up the backup to run properly, etc.). ALWAYS automate your backups so they run like clockwork.

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 an exact replica; 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 in October 2007 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? Call For A FREE Disaster Recovery Audit

Because you have taken the time to request and read this report, I would like to offer you a FREE Disaster Recovery Audit. Normally I charge \$497 for this service, but as a prospective client, I'd like to give it to you for free as a way of introducing our Managed Services Solutions to your company.

During this assessment, I will come on site and...

- ✓ Pinpoint any exposure to or risk from hackers, viruses, spyware, spam, data loss, power outages, system downtime, and even employee sabotage.
- ✓ Review your system backups to make sure the data CAN be recovered in case of a disaster. You don't want to discover your backups were corrupt AFTER a major disaster wiped out your network.
- ✓ Scan your network for hidden spyware and viruses which hackers "plant" in your network to steal information, deliver spam, and track your online activities.
- ✓ Look for hidden problems which cause error messages, slow performance, and network crashes.
- ✓ Answer any questions you have about your network or keeping it running problem free. I can also give you a second opinion on any projects you are considering.

There Are No Strings Attached, But You Have To Hurry...

As you might have guessed, I cannot extend this offer forever, because time and staff limitations simply won't allow it.

If you want to say goodbye to your computer problems and stop worrying about the security of your data from hardware failures, viruses, hackers, and other threats, then you'll want to sign up right now for this Free Network Assessment.

There is absolutely no obligation or pressure for you to buy anything, or to ever use our services again. As I stated earlier, this is simply an easy way for us to demonstrate how we can help your business at no risk to you.

How To Secure Your Free Recovery Audit

1. Call me at 319-364-3004.
2. Send an e-mail to office@robertstechs.com with the words, "Security Assessment" in the subject line. Be sure to include your company name, address, and phone number so I can follow up with you.

Good Networking,

Dan Roberts, President
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See What Other Cedar Rapids/Iowa City Corridor Business Owners Are Saying:

Customer Service At Its Finest



No more worrying about whether we “make the call” or not because we know the charges are covered in our monthly fee! We are able to talk with pretty much the same person all the time as opposed to dealing with numerous individuals and having to explain the hurdle multiple times.

If you want “customer service at its finest” and a company that will not just spend your money (when it’s not necessary) then choose RTS!

–Gordon Parker, Executive Vice President and Employee Owner at

Rinderknecht Associates

I Am Free To Focus On Business Operations



What has been the biggest benefit of working with RTS? It frees up time for me to put to other important business operations! RTS is a trustworthy and responsible partner, making it easy to pass the IT management off to their team.

RTS has prompt service, clear communication, and friendly support staff.

If you are ready to make a change in your company’s IT, we highly recommend RTS. They have proven to be a good fit for our firm.

–Loren Hoffman, Team Leader at Hall & Hall Engineers, Inc.

They Understand How Important It Is To Always Have Your Business Running



The biggest benefit since we started working with RTS is knowing what our bill will be every month. It’s a lot easier to budget. Their personal touch is better than any other IT firm we have worked with in the past. Everybody is responsive, friendly, knowledgeable, and very good at what they do!

If you are looking for a new managed service provider, take a look at this local company. My company is important to them. My company’s needs are important to them. There have been many holidays/weekends where we have had emergencies. There is always somebody to answer the phone or email and fix the issues as quickly as possible. They understand how important it is to always have your business running.

–Dave Wilslef, Owner and Marketing Director at Home Town Restyling

Roberts Technology Solutions Does It All



Our biggest benefit with RTS - across the board - is the quick response time whenever an issue comes up. I always know someone will be in contact with me right away and that the problem will be addressed in a quick and timely manner. This is with regards to hardware, software, or an answer to a 'How do you do this' question. Everyone with RTS is skilled at what they do and are true professionals.

To anyone on the fence — What more can you ask for? RTS does it all. Big problem, small, or in our case huge, RTS comes through every time!

—Marty Chute, Plant Manager at Johnson Gas Appliance Co

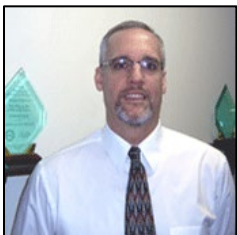
We Don't Worry About IT



The single biggest benefit of our partnership with RTS is not having to take time out of our busy schedules to worry about IT. Now we can focus on what we do best – running our business. RTS's willingness to meet in person gives me confidence that my needs are being understood and met.

—Al Buck, Partner and Architect at Solum Lang Architects, LLC

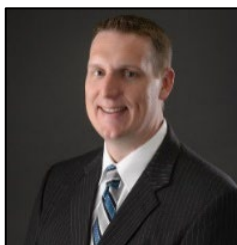
RTS Has Far Superior Service!



Our transition to Roberts Technology Solutions was seamless. We needed some work done on our old database for years, but we were previously told that it could not be done. Dan and his team came in, found a solution for it, and now everything is running great! Additionally, RTS is a very responsive service provider, which is critical to us. The service we've received from them is far superior than what we previously experienced. Anyone who is looking for a different IT firm should give RTS a shot—you will not be disappointed!

—Greg Ortmann, Owner at Feiereisen, Inc.

Local, Accountable, And Dedicated To IT Service



When it was time to move to a cloud solution for our company, Roberts Technology Solutions helped us transition seamlessly! We felt little, if any, pain going from our in-house server to the cloud. At RTS, they also stay current on technology, software, and hardware. They're constantly working to take care of problems as quickly as possible, which is helped largely by their ability to troubleshoot remotely. If you want someone local, accountable, and dedicated to IT service, you should choose Roberts Technology Solutions.

—Chad Smeby, CIC and Vice President at Skogman Carlson Insurance

Great Customer Service Provider

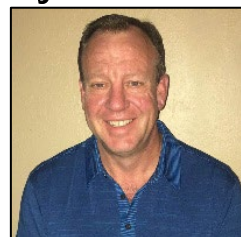


RTS's point of contact and response are terrific! Their staff provide great customer service from the first point of contact. It's always nice to hear a friendly person on the other line, knowing you are stressing and need help fast. I always hang up the phone with a smile on my face.

The RTS team's response time and problem solving are amazing. Their staff understands our software programs and never waste our time guessing at the solution. They know how to get us up and running again.

–Scott Friauf, President at Rinderknecht Associates, Inc.

My Patience Is Never Tested With Their Fast And Friendly Service



When it comes to Roberts Technology Solutions you can really count on a quick response to all your problems. They are the fastest tech company we have ever worked with, and I'm not known for my patience when things don't work, so take it from me. Your problems will be handled in a timely manner, and the staff is always friendly. I would say if you are looking for a new IT firm it's probably because your needs aren't being met with your current IT provider. If this sounds like your IT company, why keep doing the same thing and expecting different results? Give Roberts Technology

Solutions a chance to prove their worth. You will be glad you did!

–Tom Casey, President at Home Town Restyling

Flexible And Responsive IT Company, Right For Any Need Or Project!



For many years, we've trusted Roberts Technology Solutions with all our technology needs. They are always willing to work with us on special projects, and they take care of our daily IT needs *right away*! The staff at RTS is very personable and wonderful to work with. We've received a true business partner in them. If you are needing an IT provider who will work with you on what you need, and someone who can be there fast with knowledgeable, friendly staff, look no further and give Roberts Technology Solutions a call today!

–Amy Woodward, CFO at Johnson Gas Appliance Company

Quality Of Work Is Superb



The level of service we are receiving has been superior to other companies we have worked with in terms of quality and response time when we may have an issue. The Managed Service Plan covers ALL our equipment. In the long run, this plan has led to fewer issues and has been more economical for us! The RTS team's service has always been fast, and repairs or new equipment have been set up quickly and efficiently.

You won't regret going with RTS! The communication has been honest and up front. The quality of work has been superb, and I believe it is extremely cost friendly based on the level of service we receive.

–Trevor Parks, President at Trevor Parks Construction Company