

Petrotech Case Study

Improved Reliability in the Wake of Hurricane Katrina



Petrotech, Inc., an engineering firm based in New Orleans, Louisiana, was hit hard by Hurricane Katrina when their entire workforce was evacuated and scattered. Facing prolonged dislocation, Petrotech needed to re-establish full operations at a temporary base in their Houston sales office. With their main facility inaccessible and with their local IT support and local web hosting companies incapacitated, Petrotech required rapid IT disaster recovery services and contingency management support.

Petrotech had only a collection of tape backups, plus a few workstations and laptops from the transition. They had no email, no servers, and little technical knowledge or documentation from the original IT infrastructure. Within 24 hours of initial contact, SynchroNet had deployed a web-based e-mail system that was accessible by Petrotech employees everywhere. Next, all previous e-mails and folders were restored. Then, SynchroNet implemented the network stability and security needed to withstand the ultimate test – a second hurricane that hit Houston later the same month, forcing another Petrotech evacuation and shut down.

Today, Petrotech relies on SynchroNet's managed services solution to give them the ultimate peace of mind. Should disaster strike again, Petrotech is confident that their data and operations are fully protected.

Objectives

- Quickly establish communications for a workforce spread over several states
- Immediate recovery of company e-mail system and website to assure customers of business continuity
- Execute a mobility solution enabling displaced employees to access network applications and resources

Solutions

- Deployed SSL-encrypted, web-based e-mail system accessible from any location
- Restored and made available all previous e-mail messages and folders
- Built and hosted a temporary webpage with critical information for Petrotech customers and employees, operational within 24 hours
- Initiated hosting of recovered Petrotech servers in secure data center
- Deployed Petrotech's mission-critical accounting, workflow, CADD, development tools, and file access via a secure application portal

Results

- Quick productivity recovery after first storm - within 24 hours of arrival
- No loss of productivity during 2nd storm due to newly-secured infrastructure
- Critical e-mail and web services uninterrupted by second storm, with secure access for all remote users
- Long-term stability and security created through SynchroNet extended 360 managed services model

Company Size: 75

Location: New Orleans, Louisiana

Industry: Engineering and Manufacturing

Overview: Petrotech Inc. was founded in 1978 with head offices just south of New Orleans, Louisiana, with sales representative offices in all major regions of the world. Since 1978, Petrotech has remained committed to providing advanced controls to improve the performance of Rotating Machinery.

“Under very adverse conditions with 100% of our employees disbursed away from New Orleans because of Hurricane Katrina, SynchroNet saved the day.”

**John Kazour
President,
Petrotech, Inc.**

