

CHALLENGE

A Law Firm's data center contract was expiring, and they were reviewing other providers as the facility they were in was aging. They were introduced to Data Canopy as a possible data center option but chose not to move forward with a data center migration, it was determined the cost and the hassle of migrating to a new data center location was not justifiable at the time.

Forty-five days later, in the February 2021 Texas ice storm, the law firm's data center went down. The law firm was without internet connectivity for three days, unable to get to any of their systems or even their email. The law firm called Data Canopy with an urgent need for a new data center with an immediate same-day move-in requirement.

SOLUTION

The immediate solution was to provide instant access and bandwidth for their email servers so at the very least they could communicate with their clients.

Because of the law firm's unique situation and emergency needs, we gave them a 30-day trial with hopes that it would turn into a longer-term contract. During their 30-day trial, the law firm enjoyed 100% uptime for their power and bandwidth.

RESULTS

Data Canopy was able to offer this client an instantaneous solution during an emergency. After the trial period, the law firm agreed to a two-year contract. The client decided to extend their contract with us because of our ability to come to their aid and our excellent customer service. They migrated over their existing internet circuits, infrastructure, and used our converged network as a disaster recovery option. The prospect, who was an initial loss for us, turned into a long-term client with a total commitment of \$42,000.