Restoration SOS

EGNYTE

Background

Restoration SOS® is the world's largest resource for fire and water damage restoration, mold and sewage cleanup. The company matches property owners with a qualified network of pre-screened contractors to help them recover following fire and water damage.

Disaster Recovery is Restoration SOS' business, which requires a keen understanding of the need for systems and plans in the event of unexpected events. For the company this meant having a digital data recovery and access solution that would protect business critical data and facilitate collaboration across multiple employees and locations. Further, the fast growing company wanted to maintain focus on their core competency -helping property owners - and not costly IT storage and servers that would require IT management.

"Egnyte offers us great customer service, ease of use and flexibility. We could not be happier."

- Leo Nov, CEO

Challenge

Restoration SOS® started in Los Angeles and expanded their company headquarters to Michigan. They were using a local area network (LAN). One computer had a shared folder. When the company relocated to Michigan, they tried a Virtual Private Network (VPN) but found it was slow, complicated and lacked the right rules and permissions to access data. Anyone who logged into a shared folder had access to all the information including confidential financial information and employee records.

With two locations and six employees it was critical to have the ability to seamlessly share data across locations without compromising security. The company was sold on online technology but did not want to compromise on key components such as access, control over permissions and rules, and collaborative tools. It was also essential that the system did not require IT expertise to manage.

The Solution

In July 2008 after searching for the ideal fit, Restoration SOS selected Egnyte's On Demand File Server solution. Egnyte worked closely with Restoration to ensure a smooth transition. When necessary, Egnyte resolved issues using remote diagnostics. Restoration SOS easily migrated all of its data into the Egnyte On demand server without any downtime.

Restoration SOS went from having one computer with a shared folder to a full-fledged on demand solution deployed across its entire employee base. The company was able to consolidate all the files into secure folders, set the right access controls on data and back-up employee computers using a single solution. Restoration SOS stores customer, marketing, and sales information on the Egnyte server. Automatic backups secure their website, email, QuickBooks, accounting and other digital information. The learning curve to use Egnyte was minimal, since employees were able to access Egnyte directly from their desktop.

Restoration President, Leo Nov was so impressed with the service that he now recommends it to friends and colleagues.

Key Benefits

- Easy access and collaboration for important data across multiple offices
- Automatic backup and disaster recovery
- Security features that protect sensitive data and allow access only for authorized users
- Excellent customer service that provides fast troubleshooting and easy installation

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Helping people recover from disaster is our business. We understand that being proactive and taking preventive measures in advance is as important as a solid recovery plan. We needed a service that was reliable and scalable. As a growing company, we also needed a partner that would easily accommodate our evolving needs. Egnyte provides us with all the flexibility and ease of use of a file server and backup systems without the need to buy hardware or have professional IT management. Egnyte offers us great customer service, ease of use and flexibility. We could not be happier.

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TAKE THE NEXT STEP

Over 1 Billion files are shared daily by businesses using Egnyte. Egnyte provides the speed and security of local storage with the accessibility of the cloud. Users can easily store, share, access and backup files, while IT has the centralized administration and control to enforce business policies. Egnyte, founded in 2007, is based in Mountain View, California and is a privately held company backed by venture capital firms Google Ventures, Kleiner Perkins Caufield & Byers, Floodgate Fund, and Polaris Venture Partners. For more information, please visit www.egnyte.com or call 1-877-7EGNYTE.