

Rare tornado prompts **Hannoush** to take action Hannoush works with Sophos to create disaster recovery strategy, avoiding outages

Customer-at-a-glance

Hannoush Jewelers

Industry

Retail, jewelery

Sophos solutions

One UTM 425 at the central and 80 UTM 110 appliance at the remote sites





The problem

With a headquarters in quiet Western Massachusetts, Hannoush Jewelers thought they were safe from the natural disasters that plague many other regions of the country. “We are too far away from the coast to be affected by hurricanes, and the Northeast as a whole does not suffer from extreme weather. We thought the worst we would see is a bad blizzard,” explained Gary Savard, system administrator, Hannoush Jewelers.

However, in early June 2011 the area was hit by devastating tornadoes that did millions of dollars in damage and left many homeless. The tornado passed by the office less than two miles away and luckily did not damage any stores. The realization that the area was not immune to tornados and other natural disasters spurred Savard to look into disaster recovery options for his business.

The solution

Hannoush was already using two Sophos UTM appliance at their headquarters and a Sophos UTM 110 appliance at each of their 80 remote locations, including franchise stores. And, Hannoush was centrally managing each installation using the Command Center when Savard decided to create disaster recovery strategy. Savard continued, “We were quite pleased with Sophos already and were confident we could set up a disaster recovery strategy using their products.”

"With Sophos UTM in place at our backup location, I don't have to worry about when the next disaster is going to strike."

Gary Savard, system administrator, Hannoush Jewelers

The test

Working with Sophos support engineers, Savard set up a test disaster recovery site using a Sophos UTM 425 appliance. Savard configured it as if it was a live unit but in a passive mode. He then brought one store's connection down and failed over to the disaster recovery site. Savard was able to easily log into the passive and remote Sophos UTM appliance and set it to active. The failover happened seamlessly, prompting Savard to solidify his plans with Sophos.

Success with Sophos

While working under test conditions is important, the real test is when a disaster recovery system is put to a real live test. Weeks after setting up the remote disaster recovery site, Hannoush's T1 lines went down at all of their 70 stores. Savard quickly changed the server DNS to be the same as the cable modem at the backup site and all the stores were back online.

"This all took place on a Sunday during a long holiday weekend. So, if we didn't have the backup in place, we would have had to wait until Tuesday to have someone come out and fix our connection," said Savard. Being down for two days would have cost Hannoush thousands of dollars in lost revenue. They wouldn't be able to charge customers' credit cards, look up customer information or connect to the company's central databases.

With a proven disaster recovery strategy in place, Savard is confident the business can withstand future natural disasters. "You never know what will be thrown your way; it could be a flood, or a bad storm or even just an accident taking out power lines at our headquarters. With Sophos UTM in place at our backup location I don't have to worry about when the next disaster is going to strike."

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