

Visit www.resqdr.com to learn more about our offerings:

- Continuity Program
- RES-Q™ Recovery Services
- Innovative Technology Solutions
- Workforce Continuity

“We liked the RES-Q™ set up because of its flexibility. RES-Q™ was exactly what we were looking for - you fit our plans instead of making us fit yours.”

Testimonial

An Interview with Michael Hart, IT Director, Unifi Manufacturing

>> It is obvious that your organization is very serious about disaster recovery. Can you provide us an overview of where Unifi was previously and where you are today regarding your overall DR program?

Hart: Prior to 2000, our DR plan consisted of taking tapes home every night in the trunk of a car. It would have taken us weeks to restore. We realized we needed an offsite location to house all of our data. We started with a competitor of yours -- it took 3 years to do a test correctly in a timely fashion. Unhappy, we explored other options, unsatisfied with all until we switched to RES-Q™ a few years ago. We focused on the amount of systems we had to restore and the time it takes rather than just having a checklist of items we wanted for a plan. Like I said -- it used to take us over a week to restore, now we can do it in 24 hours.

>> A few years back, Unifi went through a disaster recovery service provider selection process. Why did you choose RES-Q™?

Hart: Initially, we looked at the big vendors - Sungard, IBM. We tried for a while to make it work with them, but really we needed an a la carte type of set up - to be able to have an X amount of servers we could install and set up. We already had written procedures that we could handle in-house, and nobody gave us the opportunity to include those procedures in any sort of plan. The big vendors were astronomically priced and forced us to include items and services we did not need in their plans. We liked the RES-Q™ set up because of its flexibility. You were exactly what we were looking for - you FIT our plans instead of making us fit yours.

>> What has your experience been with RES-Q™ Services?

Hart: RES-Q™ is so easy to work with. It's simple to make changes in equipment, to revise contracts, to get extensions. You guys are honest and upfront and offer the best services at an affordable cost, no strings attached. Other companies have not been as straightforward with me.

>> What is the biggest differentiator in your past provider and RES-Q™?

Hart: RES-Q™ is, in a word, flexible. In the IT industry, flexibility is a great motivator to do business - everybody needs flexibility. Other companies get caught up in their own services and offerings, but not RES-Q™, even though you offer them if needed. The most appealing part of RES-Q™ is the a la carte pricing - you only give what the customer needs, no extras, no prepackaged services. You offer flexibility, which is a big deal.

Continued >>

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Testimonial (Continued)

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>> How has your commitment to DR testing benefitted Unifi in its day-to-day business operations?

Hart: That's funny - I actually have a few recent examples of this. One of our EDI servers crashed right before Christmas. A few years ago, this would have been a big mess, but we just pulled up our DR document, followed the procedures and it was back up and running in 4 hours, based on our established plan with RES-Q™. That's real life application. Another instance actually happened on Sunday. One of our plants in El Salvador failed, corrupting the data. Again, we just pulled out our DR document. It could have been a disaster, but it wasn't - we had everything back up and running in a day, with all of our data restored and everything functioning properly.

>> How confident are you in your recovery process and procedures today?

Hart: Very confident. The thing about DR is this -- people say it's good to have to keep your job. But really, it's not just good to have to keep your job, it's good to have to keep your job and your company. We really like the engagement we have had with you guys - you proved yourselves to us.