Case Study: Off-Site Backups

# Southern Tax Services

## Introduction

Southern Tax Services approached Torque IT to investigate potential issues with backups and security, to implement an improved system and to maintain the system with periodic testing and alerts.

## Project Scope

- Investigate potential issues with backup systems
- Identify improvements to backup systems
- Monitoring and maintain backup systems
- Provide ongoing support for backup systems

## Contact

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## Solutions Provided

Southern Tax Services had previously used another provider to manage the backups and security for their business' data. Torque IT was called in to investigate potential issues and to implement an improved system.

Torque IT identified off-site backups as the ideal solution to improve the integrity of backups while reducing the security risk.

Torque IT ensured the solution was fit for purpose, did not impact customer bandwidth and was within budget.

## Project Benefits

Off-site backups reduced the risk of data loss in the event of system failures or security issues. Torque IT is automatically alerted to any issues and can fix issues in real time, meaning little to no downtime is ever experienced.

Southern Tax Services is now able to operate knowing that there is monitoring, and maintenance performed on their backup systems.

## Project Outcomes

Torque IT has ensured there are reliable and recoverable backups, with periodic maintenance and testing to ensure the integrity of the backup system. Southern Tax Services are aware of the downtime and restoration times placed on site failures.

## Client Feedback

*"Torque IT identified the main pain points with our previous backup system and ensured that moving forward our backups are secure and we can depend on their integrity."*
– Renae Anderson, Southern Tax Services