# Client Profile

For over 50 years, St. Stephen’s Episcopal Day School has been educating children in a Christian environment, providing academic excellence and spiritual formation. Located in the Coconut Grove area of Miami, Florida and steeped in rich history, the school offers a comprehensive curriculum that reflects the diversity of a broader world.

# The Situation

Two years ago, Consonus and channel partner BlueTech IT Solutions provided St. Stephen’s with Consonus Remote Backup Service™ (Consonus RBS™). As the school was trying to secure funding for a new LEED Green Gold certified building, they were forced to reevaluate operating costs, significantly cutting expenses in order to finance their new building. As a result, St. Stephen’s decided to go with a well-known, inexpensive provider.

Weekends were consumed with backups that never completely finished, saving less than half of the data (150G) and support services were nearly impossible to get on the phone. A full backup was never achieved and the capability to restore what was backed up was questionable.

***BlueTech IT Solutions***

*BlueTech IT Solutions is an information technology service and consulting company based in Miami, FL. With more than 25 years of experience, services include computer network design, implementation and management, network security and intrusion prevention, Microsoft Exchange™ server installation, configuration and administration, and disaster recovery solutions. Visit BlueTech on the Web at* [*www.bluetechit.com*](http://www.bluetechit.com)*.*

Consequentially, the school’s IT director lost confidence in the provider’s ability to properly protect their business-critical data.

***Consonus RBS™***

*Consonus RBS is an alternative to traditional backup methods, replacing conventional solutions with a fully automated online option. Fully automated, secure, efficient, and reliable, Consonus RBS requires minimal involvement of existing IT resources, and all data is stored in Consonus' SAS70 Type II audited data center offering 99.99% availability. Visit our website for more information or give us a call today.*

# A Strategic Solution

After nearly two months of failed backup attempts and poor customer service, St. Stephen’s came back to Consonus and BlueTech for help.

St. Stephen’s returned to Consonus RBS, a fully automated cloud backup solution ideal for a heterogeneous IT environment and backed by award-wining technical support. In addition, Consonus RBS is powered by Asigra, the first and only cloud service provider to achieve FIPS 140-2 Certification — the highest level of security assurance to date.

“The low-cost provider was never able to successfully back up our 150G of data. We were thrilled to learn that Consonus still had our original data and that we were able to pick up where we left off,” said St. Stephen’s Director of Technology Felix Jacomino.

# Results

BlueTech engineers leveraged Consonus’ expertise to provide seamless ground support that was able to pick up where the last provider left off. St. Stephen’s received skilled, high-touch end-user support to ensure backup windows were met, all data were included in the backup, and that information was secure and easily accessible.

Consonus and BlueTech were able to get St. Stephen’s up and running with Consonus RBS in one day.

As a result, the school benefitted from the following:

* Elevated confidence in backup efforts, performance, and efficiency
* Accelerated restores as a result of remote monitoring and backups
* Reduced network load and timing
* A solid foundation for a comprehensive business continuity plan

