

CASE STUDY

HALL LABOUR RELATIONS SERVICES



INTRODUCTION

Hall Labour Relations Services Professional Corporation (previously Elvie Hall & Associated Inc.) was established in 1988 and later restructured in 2003, as a result of changes in legislation. Since then, Hall Labour has developed a strong reputation for providing personalized and high quality labour relations services at an affordable price. Today they are best known for the legal work they provide to employers in Long Term Care and Retirement Home sectors.

By moving to the cloud, Hall Labour has eliminated unpredictable expenses and increased the security and performance of their network.

IT CHALLENGES

Hall Labour had chosen to manage their own servers internally, until a severe crash made them realize that they needed a better system to keep all of their records safe. Committed to making improvements to their IT infrastructure, they also started thinking about their old IT wish list; namely, their need for remote access to data while working abroad.

APPROACH

Rather than investing in all new hardware, Servicad proposed a plan to host Hall Labour's entire infrastructure on the cloud. In addition to eliminating the upfront cost of hardware, this system ensured that they were only required to pay a predictable monthly fee for all of their hosting and maintenance. As an added bonus, this solution also allowed Hall Labour's Principal to access and oversee the whole network from anywhere, even while travelling abroad.

SOLUTIONS

Server Recovery

With Hall Labour's equipment out of commission, Servicad had no choice but to implement a last resort disaster recovery strategy. Using various methods, they were able to create a virtual copy of Hall Labour's server, which they then hosted it on a loaner server until a more permanent solution could be implemented. Servicad also used [Hosted Exchange](#) to restore Hall Labour's email system. By implementing a short term, hybrid cloud solution, Servicad helped to restore business continuity by afternoon and prevent Hall Labour's productivity from major impact.

- Rapid response
- All data recovered
- Business continuity restored by afternoon
- Loan equipment provided
- Email fully restored
- Email system upgraded

"Prior to the incident, Hall Labour had elected to perform their own management internally, as many small businesses do. Unfortunately, human error is one of the leading causes of server failure. By managing their IT independently, they assumed all the risk of failure alone.

By migrating their infrastructure to the cloud, Hall Labour didn't just eliminate the need to perform their own system maintenance. They also gained a partner to share the burden of risk."

Peter Lagges, Principal at Servicad Inc.

Cloud Migration

After reviewing several cloud hosting options, Servicad provisioned the migration of Hall Labour's server onto the cloud. The only physical equipment left on-site includes PCs and the router they use to access their data on the cloud — even *faster* than they did on the local system.

- No upfront costs
- Offsite backup included in service
- All maintenance handled by provider
- Antivirus & security software included
- Monitoring provided as part of service
- Remote access exceeded local connection
- Only a simple ADSL connection required
- Top tier physical security in data centre
- Connection encrypted to ensure maximum security
- Ability to move servers quickly and affordably

BOTTOM LINE

By embracing the cloud, Hall Labour has not only been able to recover from server failure but also come back stronger, with a more advanced IT infrastructure, enterprise-level security and increased scalability. In addition, they also gained a complete remote access solution, enabling their employees to access their network from anywhere.

With plans to add more virtual servers in the future, Hall Labour now has the computing capabilities of a big business, without having to compromise their ability to provide clients with the personal and affordable services that they value the most.

ABOUT SERVICAD

Servicad provides IT solutions, services and support to businesses of every size. Our commitment to providing each of our clients with superior quality of service means that we'll go the extra mile to make sure that our solutions are custom-fit to suit your unique business requirements. For more information about us, please visit www.servicad.com

