

[Davenport University]



Multi-location university chooses GramTel to implement proactive disaster recovery plan

With 22 locations in two states, Davenport University prides itself in providing its students with degrees that equip them for the high-demand jobs of the 21st Century. Degrees in business, technology, health professions and graduate studies (MBA) are available on-site and online.

Online downtime for students and staff gets a failing grade.

A proactive scenario

"We never really had a disaster recovery plan to follow," said Bill Lemmon, Davenport's Director of Network Computing and Telecommunications. "About seven years ago, we asked ourselves, 'What would we do if...?' and decided a proactive plan was called for."

Lemmon is quick to emphasize that being proactive was key. They had lost a server on occasion, but no catastrophe or disaster had caused them to be in need of an off-site backup facility. However, as anyone who works online knows, the "what if" question is always lurking in the background.

That's when Davenport's IT staff called on GramTel. "They came in and interviewed our team. Then they presented us with an industry template that they had tailored specifically to our situation. It's a **living document** that can be updated and changed as needs arise," said Lemmon. He considers the very act of identifying the problem/solution as the key component of the plan.

Professional guidance each step of the way

"The entire experience was great," said Lemmon. He acknowledges the professional, knowledgeable individuals he and his team met during the process of putting together the plan. "GramTel truly understood what we needed, of course, but they also gave me the 'tools' I needed to present the plan to the administration."

Lemmon is also quick to point out that once the scope of the project was determined, both his team and the GramTel team worked together to sort out the details. "Everyone at GramTel was professional and responsive to our needs. They understood our team's desire for a thorough review of all alternative solutions and made sure everyone on our team supported the selected plan. The entire experience was rewarding," he said.

Lessons learned

Davenport University was established in 1866 – long before our dependence on computer data. But its programs have always been "geared toward just one objective – helping students get ahead in the workplace and in life."*

Fortunately for its 13,000 students, recovering data during an emergency or disaster is one less subject they have to worry about.

*For more information about Davenport University, visit www.davenport.edu.



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[Why Choose GramTel?]



Information Technology has never been more important than it is today. Your computer systems and data are the lifeblood of your organization, and you must do everything in your power to keep them available – always.

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From our facilities to our technical staff, we offer unique solutions that the competition simply cannot provide. We're not flashy, we don't hide behind contracts, and we don't put you on hold or make you talk to an operator for an hour when you need to reach us. We believe that even though you'll pay less with GramTel, you should still be able to expect more. And we deliver on that every day.

The heart of our organization is as follows:

The **mission** of GramTel is to help our customers prevent and respond to emergencies that may cause information technology systems to become unavailable.

We will achieve our **mission** by focusing on specific **core values**, including:

Promoting personal relationships among our employees, investors and customers in an "all win" atmosphere.

Insisting on integrity at every level of our business, among every audience, to build trust and confidence.

Exhibiting passion for what we do, every day.

Offering growth opportunities to everyone who is excited and willing to join us in our quest to be the best at what we do.

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