

# R&P Group Benefits from Disaster Recovery as a Service



CASE STUDY

## Highlights

Client



Industry: Executive Recruiting

Headquarters: Sioux Falls, SD

### Challenge

The executive search firm had a highly sophisticated virtualized IT environment storing extremely valuable data without a means to recover rapidly without losing data in the event of a disaster.

### Solution

Xigent provides R&P Group with fully managed Disaster Recovery as a Service (DRaaS). With documented failover and rapid recovery capabilities, R&P Group is assured through mandatory testing twice a year.

### Result

R&P Group has “set it and forget it” protection replicating its invaluable data, saving staff time, and proving recoverability through scheduled testing and documentation.

## The Challenge

R&P Group has built a reputation since 2000 as a successful, specialized recruiting firm that delivers the best candidates for executive positions in the fintech, credit card, and payments industries.

For decades, R&P Group has developed one-of-a-kind relationships by growing an extensive network of candidates and companies, a process streamlined by recruiters using extensive information gathering techniques along with specialized coding software. When placing executive positions, their recruiters use data to quickly generate lists of 150-300 qualified candidates. Recruiters use this list to highlight candidates best fit for the role and begin curating potential candidates to present for consideration. In other words, data is R&P Group’s livelihood, and the protection of their data is of utmost importance.

With important data being generated for hundreds of potential candidates each day, R&P Group knew that security was a top priority, and put in place a self-managed backup system to try to protect the privacy of client data. They had measures to protect themselves through hourly snapshots of data to an offsite server each day.

However, as a result of a potential disaster, Founder, and President, Amy DeBerg discovered that her business had no way to recover data lost in between backups – up to 24 hours of business-critical data to be exact. DeBerg shares, “knowing ransomware is a click away has been an ongoing concern for us. The protection of our most vital asset (data) is always top of mind. We require our data to be available not some of the time, but all of the time.”

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## The Solution

Xigent guided R&P Group through an in-depth assessment of the technology and processes they were using for backing up their data. Xigent IT consultants helped evaluate the risk and security standards for a comprehensive strategy, and ultimately recommended Disaster Recovery as a Service (DRaaS).

The fully managed disaster recovery service from Xigent provides an additional level of protection to equip R&P Group with rapid recovery; shortened from days to minutes. DRaaS also includes continuous data protection and a ready-to-use failover server offsite in case of emergency.

The Xigent team shared with R&P Group that on average it costs U.S. businesses over \$100,000 for a single hour of downtime. Layer that cost on top of a ransomware demand that averages \$850,000 and small to mid-sized businesses like R&P Group face detrimental hard costs and reputational risks that could be avoided through the implementation of a service like DRaaS. These potential consequences solidified the value of DRaaS for DeBerg.

Along with DRaaS being fully managed, Xigent provides mandatory full recovery testing twice a year, as well as security patches and updates to help keep secure their systems. DeBerg stated, "I love that Xigent insists on executing two full disaster recovery tests every year. Our environment changes rapidly and seeing data loss of less than 5 seconds brings peace of mind in the event of disaster...I remember being both amazed and at ease after our first full disaster recovery test. Witnessing our entire (online) environment fully functioning within a few minutes without data loss was amazing."

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| R&P Group Objectives   | Before Engaging Xigent  | After Engaging Xigent  |
|--|---|--|
| Reduce risk of downtime and data loss                        | Some data is protected through scheduled snapshots  | All critical components run on-premise with continuous data protection offsite, in addition to a daily push of snapshot data offsite               |
| Get the ability to rapidly recover from any data loss        | A local disaster could lead to 24- 36 hours of potential data loss with recovery time of weeks          | Less than five minutes of possible data loss with a recovery time of 1-2 hours   |
| Test and document recovery for confidence about capabilities | No assurance that the recovery system works as planned  | Bi-annual scheduled failover testing in a sandbox environment by running production from a remote secondary site, including documentation          |
| Move from reactionary to proactive IT approach               | R&P Group self-manages IT as time permits, using a part-time employee that reacts to problems or issues | Xigent provides fully managed environment with patches and updates scheduled proactively, plus ready to use failover hardware in event of disaster |
| Build recovery into cyber security plan                      | No confidence of business continuity after disruption   | A multi-layered cyber security approach that includes the ability to recover data and systems  |

## Why Xigent?

### Result Driven IT

Xigent is committed to delivering greater business outcomes through IT excellence. We partner with you holistically, engaging as your local IT provider on a strategic and tactical level to help you succeed. At our core, we are:

#### Outcome Focused

We help elevate IT to what it really should be—a critical component of your business success. Our team of experts works with you to take your IT projects to the next level by achieving goals and developing solutions to transform your organization. At Xigent, we don't sell boxes, we solve.

#### Process Driven

We leverage best-practice standards and a proven process that produces consistent results and establishes a Result Driven IT approach within your organization. At every step, we define success as more than properly functioning technology, we take pride in creating IT solutions that tie to desired business outcomes and capture the buy-in and approval of key players within your organization.

#### Intentionally Designed

We value right-fit relationships and client service in everything we do. That is why we specialize in IT services and solutions for mid to large organizations with a focus on the Midwest and Plains states.

## The Result

R&P Group now has a “set it and forget it” capability for backup and recovery, which allows them to focus on recruiting instead of IT. For a fixed monthly cost, Xigent can ensure that even in the worst-case scenario, R&P Group's data is fully backed up and recoverable in a matter of minutes rather than hours.

R&P Group's staff will now have more time to offer precision recruiting knowing that their data is fully recoverable. “In addition to peace of mind, DRaaS from Xigent has allowed us to lower cyber security premiums - which is quite rare. Xigent's service impacts our bottom line positively,” shares DeBerg.

“Our entire business is data. It's an asset that is ever-changing and ever-growing. Without our data, we are not in business. We trust and appreciate that Xigent manages everything. We just know that it is being taken care of.”

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Prior to working with Xigent, R&P Group had no way to prove their security measures were reliable, or that they could actually rapidly recover from lost data. Now, DeBerg is assured that their specialized data is continuously replicated at a secure location 24x7. DeBerg concludes “Our entire business is data. It's an asset that is ever-changing and ever-growing. Without our data, we are not in business. We trust and appreciate that Xigent manages everything. We just know that it is being taken care of.”

## Get the Right Level of Data Protection and IT Support for Your Organization

Call [800-298-9543](tel:800-298-9543) to connect with an IT expert at Xigent today! Or visit [www.xigentsolutions.com](http://www.xigentsolutions.com) to learn more about Disaster Recovery as a Service and our full range of IT services.