



Solution Case Study

SSE Protects Server from Crashing with PretechtSM

“Before switching to PretechtSM, there was always the risk that our server would crash during a power outage. Now we have 24/7 monitoring, detection and orderly shutdown with PretechtSM, plus other great support whenever we need it. Pretecht has eliminated one of my worst nightmares and greatly improves the reliability of systems we need to serve clients and run our business.”

*Teresa Schroeder
Casey Communications, Inc*

Client Need

In summer 2006, Casey Communications, Inc. (CCI) experienced its first office power outage since switching to SSE's PretechtSM service. During prior power failures, CCI's server automatically switched to battery back up, then crashed if the battery power was depleted before power restoration. The only preventive tool was manual shutdown by the office manager, who previously scurried to the office at all hours in the race against disaster. In the most recent case, tenants were barred from the building during the power outage for safety reasons. Much to the firm's delight, Pretecht had already taken care of its worst nightmare.

The SSE Solution

SSE's revolutionary monitoring service, PretechtSM, immediately detected the power outage at CCI's office and the server's switch to battery back up. As the battery level dipped through the night, Pretecht sent automatic notification emails to the office manager in an attempt to alert her to the problem. When the battery reached a critically low level, PretechtSM safely and correctly shut the server down. Thanks to Pretecht's constant monitoring and protection, CCI's staff now no longer worries about system failures and data losses caused by power outages. A valuable added benefit is 24/7 support on all the firm's technology support needs.

Client Benefits

- **Peace of Mind.** Pretecht's constant surveillance means a power outage no longer results in server crashes. Access to SSE's expert resources help company owners make better IT decisions.
- **Increased Productivity.** 24/7 monitoring ensures problems are detected and fixed before escalating to catastrophes, often from a remote location with no disruption to CCI's staff.
- **Support.** CCI's office manager no longer feels compelled to solve computer problems on her own; she relies on the SSE team of experts to quickly and efficiently fix any problems that might occur and take full advantage of opportunities to improve firm operations.



Solution Case Study



Casey Communications is a full service public relations and marketing communications firm that serves clients in the design, construction, development, financial services and technology industries.

www.caseycomm.com



PretechtSM protects business networks with up to 50 computers 24/7 with its unique, cost-effective revolutionary service that identifies, predicts and remedies computer problems before costly losses of time, intellectual property and money occur.

PRETECHT™

Pretecht by SSE
314-439-4747 or 888-875-6442

www.pretecht.com