



# Solution Case Study

## SSE Saves Valuable Data from Imminent Hard Drive Failure

**“Knowing our system is monitored 24/7 from a remote location gives us the confidence and peace of mind that SSE will predict and handle problems before they affect our business operations with losses of valuable time and data. Pretecht<sup>SM</sup> is the perfect solution for our small business.”**

*Suzanne Novack  
June Roeslein Interiors*

### Client Need

As a small business with seven desktop computers, June Roeslein Interiors (JRI) President Barb Slavkin heard about SSE’s Pretecht<sup>SM</sup> service from her trusted banker. To explore whether Pretecht<sup>SM</sup> made sense for this top-ranked interior design firm, SSE performed an initial scan of JRI’s technology system for baseline information. The scan revealed signs of imminent failure for the network server’s six-year-old hard drive. Knowing the dangers, SSE reviewed JRI’s tape backup procedures and corrected a critical gap in backup coverage. Since new equipment purchases had not been budgeted, JRI planned to take a few weeks to review its options and costs. But within days, the server’s hard drive failed as predicted.

### The SSE Solution

Following SSE’s scan of JRI’s system, SSE took immediate steps to back up all software and files stored on JRI’s hard drive. Had SSE delayed service, JRI would have suffered the irretrievable loss of critical data and information stored only on its hard drive. In this professional services business, hundreds of hours of billable time would have been lost and the business’ ability to operate efficiently would have been compromised severely. Due to SSE’s quick action to correct a looming problem, JRI had the needed backups when the hard drive failed. Within four hours, SSE installed a new hard drive, and then retrieved and restored all of JRI’s computer software and files.

JRI’s one-time encounter with vulnerability led the firm to design a better technology future, opting for SSE’s Pretecht<sup>SM</sup> service. Now, the designers at JRI can be confident of delivering their work efficiently and on time to their clients.

### Client Benefits

- **Peace of mind.** 24/7 monitoring ensures problems are detected and fixed before escalating to catastrophes.
- **Preparedness.** New backup procedures ensure against business disruption caused by equipment failures or malfunctions.
- **Efficiency.** JRI staff can rely on the knowledge and experience of SSE technicians – both remotely
- and on site – to provide the technology prowess to keep them designing great interiors for clients.



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Pretecht<sup>SM</sup> 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<sup>SM</sup>**

Pretecht by SSE

314-439-4747 or 888-875-6442

[www.pretecht.com](http://www.pretecht.com)