

Value added traditional DR services

Covenco provided traditional DR services which allowed access to replacement hardware and operations facilities within 4 hours of declaring a disaster scenario.



AGC

The Challenge

AGC Chemicals is one of the world's leading producers of fluorochemicals and fluoro chemical materials, a company that is creating a safe, secure, comfortable, and environmentally friendly world with Chemical Technology. As the company sells to most European countries it was essential that the business was supported by an efficient and secure IT operation 24/7 on-site and around the World to maintain business continuity.

The Solution

AGC Chemicals chose Covenco to provide a traditional disaster recovery service where they would have access to replacement hardware and operating facilities within 4 hours of declaring a disaster scenario. The solution will also extend to Covenco relocating IT equipment to any AGC Chemicals site in the UK. The flexibility in the service caters to both technical and non-technical disaster scenarios and is fully supported by Covenco's highly experienced technical team who are on hand to assist with the recovery process. The recovery process is tested every year as part of the service allowing AGC Chemicals the opportunity to validate the integrity of their backups and data restoration processes.

"The criteria for a solution was exclusively Disaster Recovery: invocation and testing. We needed a provider with facilities and knowledge in this sphere which could also be cost-effective.

We wanted to have a Disaster Recovery supplier where a personal approach to a customer is a key factor. It is important for us to be able to sit together with your engineers during our testing to analyse the process and to create detailed, effective, and reliable procedural documentation"

Neil Cotton

IT Operations Lead, AGC Chemicals

The Result

In Covenco, AGC Chemicals are now with a supplier who adds value to their Disaster Recovery processes and provides the right guidance and level of support to ensure they have the peace of mind and confidence, that should a disaster happen, they are in safe hands.

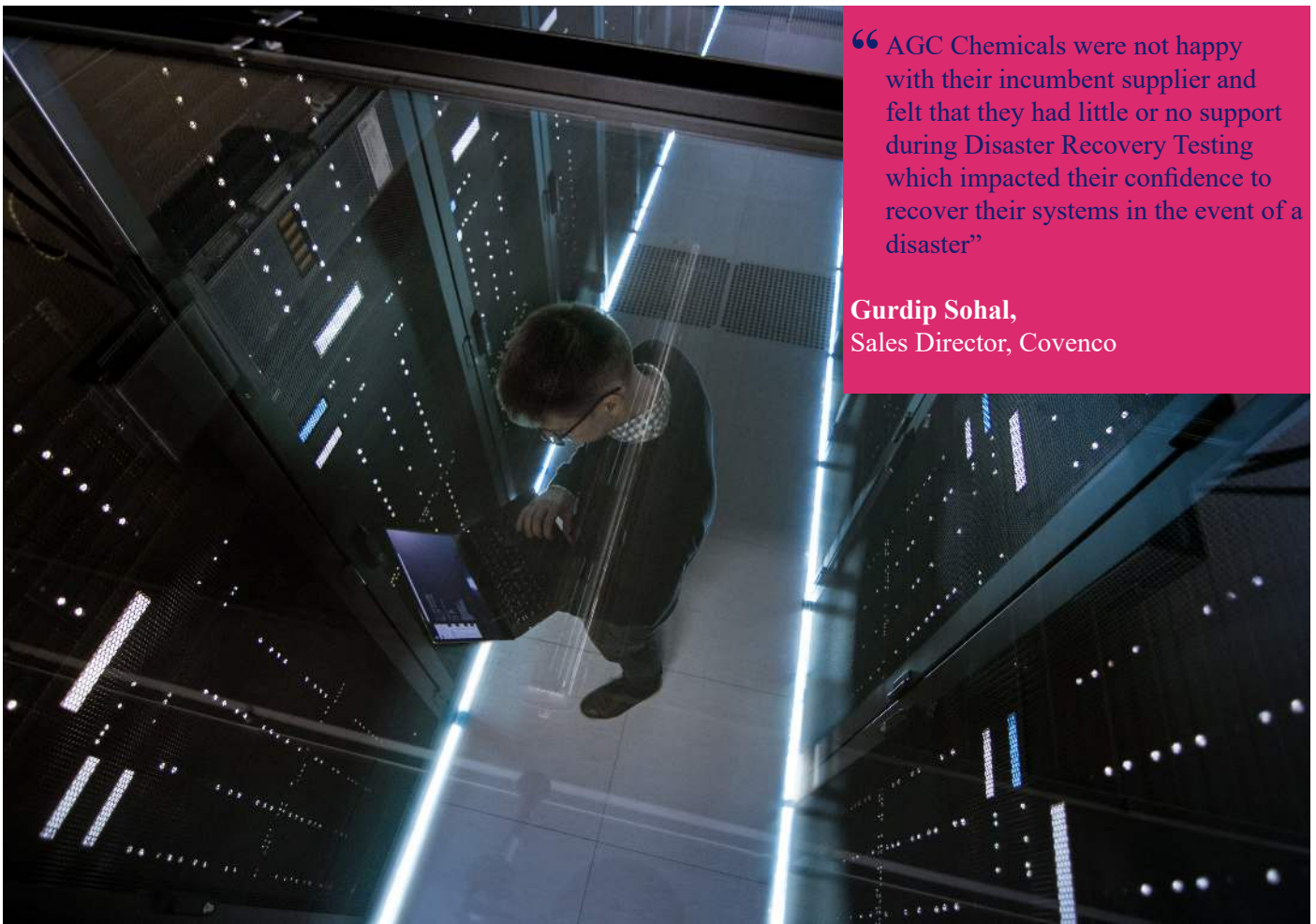
Following their first Disaster Recovery Test with Covenco, their levels of confidence were at an all-time high, as they could recover their systems with the support of Covenco's technical team who guided them through the recovery process to a fully successful restore.



"Absolutely amazed by the speed of the recovery: less than half a day! Previously it was taking a day and a half. Your technical consultant dealt directly with our application support provider to activate our ERP licensing. Could not ask for better service"

Neil Cotton

IT Operations Lead, AGC Chemicals



“AGC Chemicals were not happy with their incumbent supplier and felt that they had little or no support during Disaster Recovery Testing which impacted their confidence to recover their systems in the event of a disaster”

Gurdip Sohal,
Sales Director, Covenco



About AGC Chemicals

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About Covenco

With more than 30 years of experience in the IT industry across a range of technologies, [Covenco](#) specializes in purchasing, selling and renting new and refurbished IBM, HP, Dell and NetApp computing hardware, storage and supporting software. Today, Covenco provides cloud and hosting solutions, disaster recovery, maintenance, virtualization, backup and high-availability services.

Covenco started way back in 1989, selling IBM's System 36 and AS/400 servers. Over 30 years later, we still have IBM at the core of our business, but we do so much more now. Covenco have always strived to provide value without compromise, and this remains our primary goal today.

We work across a variety of industry sectors - as Business Partners for new IT infrastructure solutions and as Business Continuity specialists. Covenco is today a modern data management company providing its clients with data protection, data availability and data security 24x7 365 days a year.

Contact Covenco

Covenco
Unit 3-4, MXL Centre
Lombard Way
Banbury
Oxfordshire
OX16 4TJ
United Kingdom

Telephone: 01753 732000
Email: sales@covenco.com

www.covenco.com