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Case Study

Dr. Mullens DDS

Case Study of Dr. Rick Mullens, DDS

Company profile

*Dr. Mullens DDS
3215 Hendricks Ave
Suite 1
Jacksonville, FL 32207*

Dr Mullens has very successful dental practice in the San Marco area of Jacksonville, FL. They have been a client of the StarTech Group for the past 8 years. Dr. Mullens network consists of the following items:

- Dell Server with RAID 5 and redundant power supplies with a 4 hour same day Dell hardware warranty
- 11 Dell PC's running Windows 7 Pro
- Sonicwall firewall providing Internet protection an VPN access for the doctor
- Comcast modem for Internet access
- Primary application - Practice Works practice management software

Business Situation

Disaster Recovery – A Real Life Scenario

Dr. Mullens was working in his office on a Monday evening in September when a thunderstorm came rolling through the San Marco area. Within a few minutes a lightning strike hit nearby which created a scenario that most business would not have recovered from.

Dr Mullens called our office around 7:30 pm and began to explain what had happened. He did not realize that we were already looking into the issue as our remote monitoring service had already alerted us.

Technical situation

The flowing morning we were on-site at 8am to evaluate the damage. The lightning strike entered in the office through the Comcast modem cable and destroyed the Comcast modem, the firewall attached to the modem and the network switch. The Dell server was severely damaged making it unable to power on and un-usable. Lightning also took out one of the network cards in one PC and severely damaged the phone system and two out of three AC units.

Solution

The strategy that the StarTech Group uses for our clients is to design and build a computer network that keeps disaster recovery in mind. What this means is we purchase hardware warranties for all the products we sell so that we can quickly replace or provide service in a timely manner.

After troubleshooting the server we immediately called Dell support and they had an technician on-site with 3 hours. By 1pm that same day, the server was on-line with no data loss or corruption.

Since the other networking equipment was under warranty, we contacted the vendors for next day replacement parts. We brought our spare network hot spares kit in to replace his defective equipment while we waited for his new replacement parts to arrive.

Total downtime for Dr. Mullens office was 18 hours since the lightning strike shutdown Dr. Mullens office.

Benefits

Dr. Mullens is one of our valued maintenance contract clients that enjoy the benefits of our “Hot Spares” program and remote monitoring service. These two items alone is what allowed us to get the office network back on-line in less than 1 day.

Products we sell

- Dell Servers with 5 year, 4 hour warranty response time with on-site parts
- Sonicwall firewall with hardware warranty services – provides for next business day replacement
- Netgear network switch – provides for lifetime replacement
- APC UPS with AVR protection – filters incoming 120V line voltage and cable modem filtering as well as battery backup for network equipment and server hardware
- Daily Full server backup with “Bare Metal Restore” that allows for restoring a server onto new or different hardware
- Remote Monitoring & Management Services

For more information, please contact us at:

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