

FREE REPORT:

“The 10 Disaster Planning Essentials For A Small Business Network”

**Don't lose everything you've worked so hard
to achieve in an instant!**

**This report will reveal important planning
strategies you should have in place now to
protect yourself from common data-erasing
disasters.**

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10 Disaster Planning Essentials For A Small Business Network

If your data is important to your business and you cannot afford to have your operations halted for days – even weeks – due to data loss or corruption, then you need to read this report and act on the information shared. A disaster can happen at any time on any day and is likely to occur at the most inconvenient time. If you aren't already prepared, you run the risk of having the disaster coming before you have in place a plan to handle it. This report will outline 10 things you should have in place to make sure your business could be back up and running again in the event of a disaster.

- 1. Have a written plan.** As simple as it may sound, just thinking through in ADVANCE what needs to happen if your server has a meltdown or a natural disaster wipes out your office, will go a long way in getting it back fast. At a minimum, the plan should contain details on what disaster could happen and a step-by-step process of what to do, who should do it and how. Also include contact information for various providers and username and password information for various key web sites. Writing this plan will also allow you to think about what you need to budget for backup, maintenance and disaster recovery. If you can't afford to have your network down for more than a few hours, then you need a plan that can get you back up and running within that time frame. You may want the ability to virtualize your server, allowing the office to run off of the virtualized server while the real server is repaired. If you can afford to be down for a couple of days, there are cheaper solutions. Once written, print out a copy and store it in a fireproof safe, an offsite copy (at your home) and a copy with your IT consultant.
- 2. Hire a trusted professional to help you.** Trying to recover your data after a disaster without professional help is business suicide; one misstep during the recovery process can result in forever losing your data or result in weeks of downtime. Make sure you work with someone who has experience in both setting up business contingency plans (so you have a good framework from which you CAN restore your network) and experience in data recovery.
- 3. Have a communications plan.** If something should happen where employees couldn't access your office, e-mail or use the phones, how should they communicate with you? Make sure your plan includes this information including MULTIPLE communications methods.
- 4. Automate your backups.** If backing up your data depends on a human being doing something, it's flawed. The #1 cause of data loss is human error (people not swapping out tapes properly, someone not setting up the backup to run properly, etc.). ALWAYS automate your backups so they run like clockwork.
- 5. Have an offsite backup of your data.** Always, always, always maintain a recent copy of your data off site, on a different server, or on a storage device. Onsite backups are good, but they won't help you if they get stolen, flooded, burned or hacked along with your server.

6. **Have remote access and management of your network.** Not only will this allow you and your staff to keep working if you can't go into your office, but you'll love the convenience it offers. Plus, your IT staff or an IT consultant should be able to access your network remotely in the event of an emergency or for routine maintenance. Make sure they can.
7. **Image your server.** Having a copy of your data offsite is good, but keep in mind that all that information has to be RESTORED someplace to be of any use. If you don't have all the software disks and licenses, it could take days to reinstate your applications (like Microsoft Office, your database, accounting software, etc.) even though your data may be readily available. Imaging your server is similar to making an exact replica; that replica can then be directly copied to another server saving an enormous amount of time and money in getting your network back. Best of all, you don't have to worry about losing your preferences, configurations or favorites. To find out more about this type of backup, ask your IT professional.
8. **Network documentation.** Network documentation is simply a blueprint of the software, data, systems and hardware you have in your company's network. Your IT manager or IT consultant should put this together for you. This will make the job of restoring your network faster, easier AND cheaper. It also speeds up the process of everyday repairs on your network since the technicians don't have to spend time figuring out where things are located and how they are configured. And finally, should disaster strike, you have documentation for insurance claims of exactly what you lost. Again, have your IT professional document this and keep a printed copy with your disaster recovery plan.
9. **Maintain Your System.** One of the most important ways to avoid disaster is by maintaining the security of your network. While fires, floods, theft and natural disasters are certainly a threat, you are much more likely to experience downtime and data loss due to a virus, worm or hacker attack. That's why it's critical to keep your network patched, secure and up-to-date. Additionally, monitor hardware for deterioration and software for corruption. This is another overlooked threat that can wipe you out. Make sure you replace or repair aging software or hardware to avoid this problem.
10. **Test, test, test!** A study conducted in October 2007 by Forrester Research and the Disaster Recovery Journal found that 50 percent of companies test their disaster recovery plan just once a year, while 14 percent never test. If you are going to go through the trouble of setting up a plan, then at least hire an IT pro to run a test once a month to make sure your backups are working and your system is secure. After all, the worst time to test your parachute is AFTER you've jumped out of the plane.

How To Secure Your Free Backup and Disaster Recovery Audit?

1. Fill in and fax back the enclosed request form.
2. Call me direct at 818-797-5301
3. Send an e-mail to igorp@itsupportla.com with the words, "Security Audit" in the subject line. Be sure to include your company name, address, and phone number so I can follow up with you.

David Mercy, our VP of Business, will call you to schedule a convenient time for us to meet for 30 minutes.

Remember, there is no obligation for you to buy or do anything – this is simply a discovery meeting to see how we can help your business be better prepared for any disasters.

Dedicated to serving you,



Igor Pinchevskiy, CEO

Call me direct: 818-674-4414 or E-mail: igorp@itsupportla.com

Web: www.itsupportla.com

P.S. If you would like to speak to a few client references prior to our meeting, simply contact us and we'll be happy to provide the names and phone numbers for several clients we've worked with.

You have my word that you will not be under any pressure or obligation to buy anything, or to ever use our services again.

P.P.S. Please make sure you visit our web site to see the incredible 100% Money-Back Guarantee that we put on our services. You won't find another IT consultant in Los Angeles who is confident enough in their services to put as bold a guarantee in writing as the one we have.

Fast Action Response Form:

☐ **“Yes! Please reserve a FREE Backup and Disaster Recovery Audit Consultation** in my name so I can find out what my options are, get answers to my questions, and get a handle on the steps and costs involved. I understand that I’m under NO obligation to do or buy anything by signing up for this consultation.

Please Complete And Fax Back:

Name: _____

Title: _____

Company: _____

Address: _____

City: _____ ST: _____ Zip: _____

Phone: _____ Fax: _____

E-mail: _____

Number of PCs: _____

Operating System: _____

Fax To: 818-804-3399

Call Me Direct At: 818-797-5301

See What Other Los Angeles Business Owners Are Saying:

“I had some Network issues and I grew tired of having my IT guy coming and check any issue after a week of annoyance, and then having him nickel and dime me for anything he does. I was referred to IT Support LA by another colleague who told me only good things about them and they had this amazing offer of 2 hours free IT consultancy which I took and what I like the most was that they were listening to my issues and suggesting solutions that I actually understood, using a language I actually understood and not that computer jargon some people are using.



They respond to all my issues within 60 minutes and solve all my issues same day and after they do, they even explain and educate me what I did wrong or what happened so that I will be aware of that issues next time. I appreciate all the help and expertise!” - **Alex Mirzaian**, *Epic Auto Leasing*



“IT Support LA will jump through any hoops to get you what you need and the service offered by IT Support LA is unmatched by any provider I’ve dealt with in the past. Using IT Support LA just once will have them doing whatever they can to beat prices, offer service and value to ensure they get your return business.” - **Marco Belmonte**, *Ria Financial*



“IT Support LA has helped me to lay down the IT foundations I needed for my growing business.

Now that my practice accelerates and we need to make sure everything is backed up and running well, their design at early stage really helped us transition to bigger and more complex infrastructure without us suffering from any lack of process or design flaws.

IT Support LA has been crucial to my growing business and I really don’t think I would be relaxed about growing my business if I didn’t have them and had to “figure out things” on the fly like others have to do. I truly cherish their expertise and everything they have done for my practice.” - **Matthew Kanin**, *Law Office of Matthew Kanin*

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“In our line of work, we need to have very good data security and data backup to protect our clients’ data. Now that IT Support LA has set up my backup, I have complete peace of mind that it’s all safe and secure – and it’s great not having to worry about my clients’ data. I feel that it’s much better to have a total backup solution that you just don’t need to worry about.” – **Dr. Ogden Page**, *President, Ogden Page Accountancy Corp.*



“WOW! That is all I can say about Igor and the team at IT Support LA! It’s so nice to know that our entire network is handled so I have one less crisis to deal with in my already crazy-busy schedule. I’ve worked with a number of other computer consultants in the past and no one can touch their level of service or expertise.” – **Dianne Pesgado**, *Office Manager, ABR Inc.*



“I like being able to call for IT help and get a near-immediate response. Recently I arrived at my office to find that I was unable to access documents on the network server from my workstation. I was under a court deadline and needed immediate access to the documents. I called IT SUPPORT LA for help. Within 60 minutes I had a tech working on the problem. I don’t spend valuable (billable) time solving IT problems. Also, having IT SUPPORT LA do the IT work has provided invaluable continuity of the IT solutions used in my law firm. Thanks!” – **Edward W. Pilot**, *Edward Pilot Law A Professional Corporation.*



“Before hiring IT Support LA, our network would go down regularly, run slow, and even run into the occasional virus. Since signing up for their network maintenance plan, we haven’t had one single issue. I’m VERY glad we hired these guys to support our network.” – **Ella V. Realtor**

The Top 7 Reasons Why You'll Want To Outsource Your IT Support To Us:

1. **We Respond Within 5 Minutes Or Less.** The average amount of time it takes for one of our clients to get on the phone with a technician who can start working on resolving their problem is 3.5 minutes. We know you're busy and have made a sincere commitment to making sure your computer problems get fixed FAST. And since most repairs can be done remotely using our secure management tools, you don't have to wait around for a technician to show up.
2. **No Geek-Speak.** You deserve to get answers to your questions in PLAIN ENGLISH, not in confusing technical terms. Our technicians will also not talk down to you or make you feel stupid because you don't understand how all this "technology" works. That's our job!
3. **100% No-Small-Print Satisfaction Guarantee.** Quite simply, if you are not happy with our work, we'll do whatever it takes to make it right to YOUR standards without charging you for it. And if we can't make it right, the service is free.
4. **All Projects Are Completed On Time And On Budget.** When you hire us to complete a project for you, we won't nickel-and-dime you with unforeseen or unexpected charges or delays. We guarantee to deliver precisely what we promised to deliver, on time and on budget, with no excuses.
5. **Lower Costs, Waste And Complexity With Cloud Solutions.** By utilizing cloud computing and other advanced technologies, we can eliminate the cost, complexity and problems of managing your own in-house server while giving you more freedom, lowered costs, tighter security and instant disaster recovery.
6. **We Won't Hold You Hostage.** Many IT companies do NOT provide their clients with simple and easy-to-understand documentation that outlines key network resources, passwords, licenses, etc. By keeping that to themselves, IT companies hold their clients "hostage" to scare them away from hiring someone else. This is both unethical and unprofessional. As a client of ours, we'll provide you with full, written documentation of your network and all the resources, software licenses, passwords, hardware, etc., in simple terms so YOU can understand it. We keep our clients by delivering exceptional service — not by keeping them in the dark.
7. **Peace Of Mind.** Because we monitor all of our clients' networks 24/7/365, you never have to worry that a virus has spread, a hacker has broken in or a backup has failed to perform. We watch over your entire network, taking the management and hassle of maintaining it off your hands. This frees you to focus on your customers and running your business, not on your IT systems, security and backups.