

Buy	Sell	86.50	86.70	+20	+42%	20
Buy	Sell	36.43	36.844	+414	+114%	10
Buy	Sell	90.73	91.84	+111	+122%	10
Buy	Sell	140.16	139.06	-110	-78%	10
Buy	Sell	74.70	74.10	-60	-80%	10
Buy	Sell	137.04	136.85	-18	-13%	30
Buy	Sell	6.97	6.9405	-.0295	-.42%	40
Buy	Sell	29.07	28.8299	-.2407	-.82%	470
Buy	Sell	24.42	24.27	-.15	-.61%	30
Buy	Sell	11.72	11.82	+10	+85%	10
Buy	Sell	47.45	47.36	-.09	-.18%	30
Buy	Sell	8.00	8.68	+68	+85%	60
Buy	Sell	41.42	41.20	-.20	-.48%	60
Buy	Sell	41.35	41.85	+50	+120%	30



FAST FACTS

Industry
Financial services

Challenge
Restore essential services following a Saturday morning disaster which destroyed \$200,000 worth of servers

Solution
While the firm had not been under contract with us, WEI responded by dispatching an engineer who installed all available spares within hours

Results
Critical applications were restored later that Saturday, providing the customer with an unexpected level of service

Global Investment Management Firm Rebounds from Disaster With Unexpected Assistance from Worldcom Exchange

Customer

Headquartered in Boston, the financial services firm that reached out to WEI provides investment management for individual and institutional investors in dozens of countries. Since its founding early in the 20th century, the firm has weathered stock market crashes – and most recently, an unusual computer crash.

Challenge

The firm's operations manager experienced the outage first-hand late one Saturday morning when the VPN connection from his home stopped responding. "I verified that my Internet connection was working, then phoned my network manager. He had just received a call from our facilities manager who reported that electricians working on the fire alarm system inadvertently sent the emergency power-down command to our Uninterruptible Power Supply, cutting all power to the data center, dropping everything: servers, storage, network devices – and dropping them hard," the operations manager recalled. Notifying his staff to head into the office, he began triaging the damage. While most equipment was able to power up and return to service, 18 of the firm's first-generation P-class HP blades wouldn't. A call to the vendor that had sold and maintained the equipment brought frustrating news: they wouldn't repair any of it because the firm's contractors caused the damage.

Solution

While the equipment was not under a Worldcom service contract, the firm's operations manager called WEI's after-hours service line to say he needed to order new servers first thing Monday morning. "But within an hour, we got word that a Worldcom P-class certified engineer was on his way with all the spares WEI had in stock."

Results

"Despite two hundred thousand dollars of server damage, our business users were largely unaffected and core business functions were completely unaffected. WEI exceeded every expectation I had by providing parts and personnel on a Saturday – neither of which I expected because we had no service contract in place that required it!"

For More Information

Please contact us at [603.893.0900](tel:603.893.0900)

"Electricians sent the emergency powerdown command to our UPS, cutting all power to the data center, dropping everything: servers, storage, network devices – and dropping them hard."

Operations Manager
Boston investment management firm