



## **SECURITY ENGINEERED MACHINERY CO., INC**

*A trusted source for information security products, services and advice.*

October 28, 2013

To Whom It May Concern,

Our company would like to commend the efforts of both Ed McCarthy and Gaetano Siano for their help and assistance with getting our ERP and CRM systems restored after a server crash.

On Friday September 13, 2013 we came into work to find that one of our servers that hosted our ERP, CRM and SQL Database virtual servers had crashed. The timing of this crash was made worse since it occurred during our company's busy season and downtime was not something our customers wanted to hear. By the time we were able to get the server's failed hard drives replaced and functioning again it was Saturday morning, and at that point we discovered that all the data and operating systems on the array were lost.

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Thankfully we were able to contact Ed McCarthy on a Saturday and inform him that we needed to reinstall both our ERP and CRM systems as well as restoring all system data. Ed was able to begin the process of obtaining all software and licenses required to reinstall both systems while he waited for our network consultants to rebuild both virtual servers.

Both virtual servers were rebuilt by Monday morning and Ed was able to come in and begin the process of reinstalling ERP and CRM. Ed had our ERP system back up and running by the end of the day Monday. Due to some issues with CRM and the rebuilt virtual servers, CRM could not be installed completely on Monday but with some assistance from his coworker Gaetano Siano CRM was up and running by Wednesday morning.

Both Ed and Gaetano worked relentlessly (which included working late night hours) in order to get both of our systems back up and running. SEM fully appreciates all of the help and assistance both Ed and Gaetano provided especially since it was at such short notice. Due to their efforts our down time was minimized and we were able to get back to business as usual once both systems were restored. SEM would certainly recommend ADSS Global to anyone looking for Sage ERP/CRM support.

Sincerely,

A handwritten signature in black ink that reads "Scott Gressak".

Scott Gressak  
IT Administrator