

When Disaster Strikes: Why Trust Matters Most for a Prestigious Brand

As manager of the financial portfolios of millions of customers worldwide, dedicated disaster recovery solutions are of utmost importance for this prestigious brand. With extreme weather patterns on the rise, this top provider of financial products and services realized the importance of having a team that could provide seamless business continuity during times of crisis or natural disaster, and at the same time, remain flexible and accommodating. After years of mediocre experience with another IT service provider, the Head of Technology and Operations at this world-renowned organization turned to Blue Hill Data Services/CAPS for the level of commitment and dedication required to keep a leading company up-and-running.

“What I liked about Blue Hill/CAPS was that they were big enough to offer the comprehensive services our firm needed, but small enough to give us the level of flexibility we needed,” said the Head of Technology and Operations. “Larger firms are very rigid in their offerings, and whenever you wanted to do something different, it becomes a change order and every deal is very expensive. Blue Hill/CAPS was flexible and nimble with us and always very accommodating.”

“We pride ourselves on our flexible approach, especially when dealing with disaster recovery,” said Robert Ferguson, Director of Operations. “We adapt quickly to every situation and work closely with our customers to ensure that their problems are solved efficiently. Especially during times of crisis or natural disaster, we understand the importance of being flexible and providing the right solution at a reasonable cost. We always make our customers’ needs a priority, especially during hard times.”

Following Hurricane Sandy in October 2012, one of the most destructive hurricanes in U.S. history, this company knew that partnering with Blue Hill/CAPS was the right choice. The plan was executed with great success and the company’s operations continued seamlessly throughout the super storm.

“We activated our disaster recovery services during Hurricane Sandy and the Blue Hill/CAPS team was very prepared, organized and accommodating,” said the Head of Technology. “Our relationship with Blue Hill/CAPS is a trusting one, and if I have an issue, I don’t have to look at a contract. I know I can rely on the people at Blue Hill/CAPS to support my business.”



Blue Hill Data Services/CAPS

Blue Hill Data Services/CAPS helps customers reduce their operating costs and minimize risk by providing fully managed data center hosting solutions, and a full array of complementary IT support services. Our highly skilled and experienced staff, world-class on-shore facilities, and reliable 24x7 services have supported customers worldwide and from all industries since 1994. We specialize in mainframe, open systems, and AS/400 iSeries managed hosting services; Applications Services; Colocation services; Dedicated Disaster Recovery and Business Continuity Solutions. Our deep technical skills and long standing experience enable us to support our customers' legacy environments as well as implement new technology solutions. Our differentiation is providing customized solutions, flexibility with contracts and SLAs, and personalized attention and services. We are proud our customer retention is 100%.

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