A CPA Firm's 13-Year-Old Server Died. GiaSpace Had It Running Again by Day's End.

Guy Strum's old provider lost a day of his data by never running the backups it promised. When his server died three years later, GiaSpace restored both virtual machines the same day.



THE SHORT VERSION

Guy Strum has audited condominium and homeowner association financials in South Florida for more than 30 years. His previous IT provider said his data was backed up. It was not, and he lost a full day of work. A friend referred him to GiaSpace in 2019. In early 2022 his 13-year-old server's motherboard failed after a power outage, with no warranty. GiaSpace restored both virtual machines from offsite backup to its own data center by the end of the day and installed a replacement server in his office the next morning. He lost a day and a half, most of it to the outage itself.

AT A GLANCE

CLIENT
Gladstone Strum & Company

INDUSTRY
CPA firm, condo and HOA audits

LOCATION
Plantation, Florida

CLIENT SINCE
2019

CONTACT
Guy Strum, CPA

SERVICES
Managed IT, backup and recovery

5 Minutes
How fast Guy expects a reply when he sends an issue

Same Day
Both servers restored after the motherboard died

0 Days
Of data lost in the crash, against the full day the old provider lost

What Happens When the Backups You Were Promised Do Not Exist?

Guy Strum's firm works with large amounts of client financial data, the kind condominium and homeowner association boards rely on him to get right. He had been unhappy with his IT provider for a while. The thing that ended it was simple. "My data wasn't being backed up," he said. The provider had assured him it was. Then a day of his work was gone for good.



A full day of client work, gone. The backup his provider said was running had never run.

01 **Backups That Never Ran**
The provider said the data was backed up regularly. It was not.

02 **A Full Day of Data Lost**
Unrecoverable client work, re-entered by hand.

03 **A 13-Year-Old Server**
Two virtual machines on one machine, out of warranty.

04 **Client Data at Stake**
Association financials for dozens of boards, in one office.

"I came upon GiaSpace three or four years ago, after having issues with my former IT people. I was referred by a friend and it's been great ever since then."

GUY STRUM, CPA, GLADSTONE STRUM & COMPANY

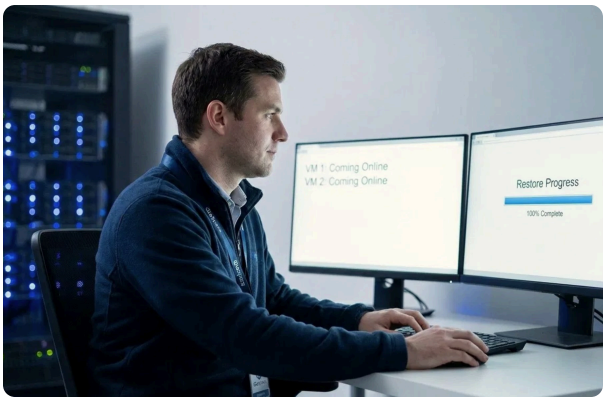
The Day the Server Died

In early 2022, both of the firm's virtual machines went down, came back, and then went down for good. GiaSpace troubleshot remotely and found both power supplies dead, so a technician drove to the office, pulled the server, and brought it back to GiaSpace's shop. Known-good power supplies did not revive it. The motherboard had failed, most likely from a power outage, on a 13-year-old machine with no warranty.

That is where the previous provider's story would have ended with lost data. Instead, while the diagnosis was still going, GiaSpace restored both virtual machines from offsite backup to its Hyper-V cluster in its own data center and had both online by the end of the day. Guy verified his applications and data by remote access. The next morning a technician installed a replacement server in his office, moved the virtual machines onto it, and confirmed on site that everything was accessible.



13 years old, no warranty, motherboard gone.



Day one: both VMs restored at GiaSpace.



Day two: the replacement installed on site.

"I don't see how anyone could expect any better than that."

GUY STRUM, CPA, ON LOSING A DAY AND A HALF, NOT HIS DATA

0 Data Lost
Both VMs back the same day, new server the next

What Does GiaSpace Do for Gladstone Strum?

Three years of verified backups, and then one long day that proved they worked. The relationship is the same today: managed IT for a firm that is, in Guy's words, not GiaSpace's biggest client.

01

2019

Real, Offsite, Verified Backups

The first fix was the one that had failed. Backups ran offsite, to GiaSpace's data center, and were checked, not assumed.

02

DAY ONE

Restored the Same Day

Remote checks, an on-site pickup, dead power supplies, then a dead motherboard. Both VMs restored by day's end.

03

DAY TWO

A New Server by Morning

A replacement server installed the next morning, the VMs moved onto it, everything confirmed with Guy.

04

EVERY DAY

Five-Minute Responses

Guy says he has to be ready to work on an issue the moment he sends it, because the reply comes in about five minutes.



Before: a backup that had never run, and nobody checking.



After: hands on the hardware within hours, and a restore already running.

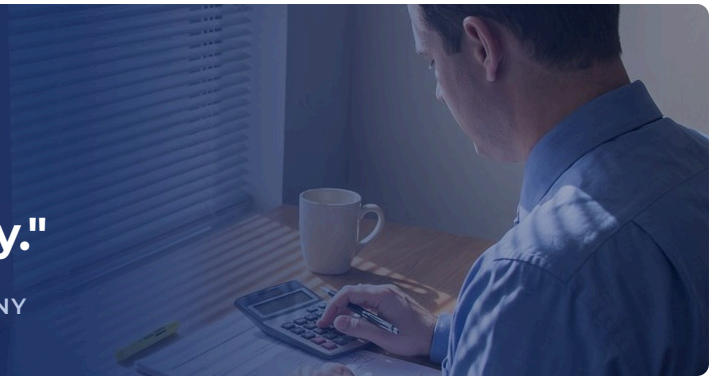
"If I send them an issue, I have to be prepared to work on it right then. They're going to get back to me in the next five minutes."

GUY STRUM, CPA, GLADSTONE STRUM & COMPANY



What Changed for Gladstone Strum & Company

AREA	BEFORE GIASPACE	WITH GIASPACE
Backups	Promised, never running; a full day of data lost	**Offsite in GiaSpace's data center, verified**
Server Failure	Would have meant lost data and days offline	**Both VMs running in the data center the same day**
Hardware	A 13-year-old server, out of warranty	**A replacement installed on site the next morning**
Response Time	Long enough that the backups went unchecked	**About five minutes, by Guy's count**
Trust	Unhappy for a while, then burned	**"I would put my name behind them any day"**



"Their response rate is incredible. I would put my name behind them any day."

GUY STRUM, CPA, GLADSTONE STRUM & COMPANY



When Did Someone Last Test Your Backups?

Tell me what you are running and who is backing it up. A 15-minute fit call is enough to tell you whether a dead server would cost you a day or a month. No pitch.

Book your 15-minute fit call at
gainesville.giaspace.com/schedule-expert-it-support-with-rob-giannini-giaspace-booking
or call (352) 309-2208

ROB GIANNINI, FOUNDER AND CEO, GIASPACE