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## **Food Service Distributor Calls for Help NSI Disaster Recovery Saves the Day**

**Naugatuck, CT (November 10, 2005)** – On a recent afternoon, HPC Foodservice, Inc. of South Windsor, Connecticut faced a crisis. The company's iSeries server (AS/400) blew its power supply. One of the largest food distributors in the northeast, HPC could not afford to have its systems down for long.

As HPC's disaster recovery specialist, NSI swung into action. A NSI technician was on-site within 30-minutes of the system crash assessing the problem. Kevin Sullivan, HPC's Chief Information Officer, described the technician's handling of the situation this way, "(His) calm demeanor throughout helped chill out HPC's staff so they didn't panic."

Once the problem was diagnosed, NSI's inside support team hit the road with the replacement part, meeting the technician halfway, while NSI supervisors called to leave their home and cell phone numbers, just in case they were also needed.

"It is during times of crisis when we find out how people (and by association; companies) truly are...they either stand up or fall off. Obviously, NSI stood up," Sullivan said.

Within three and a half hours of the initial incident HPC's server was back up and running again. "I don't want to do this again," Sullivan said. "However, if another system fails, I will immediately feel reassured that I am not alone in my time of need and that NSI will come through as you always have."

NSI management takes great pride in the quality of its support services. "This is what we strive to accomplish every day," said Bill Thompson, NSI Vice President. "Our support team is second to none and our customer's needs always come first."

### **About NSI**

Headquartered in Naugatuck, Connecticut with regional offices throughout the Northeast, NSI is an experienced value added re-seller offering companies and government entities responsive, customized solutions and exceptional service. Founded as an IBM Mid-Range service provider, NSI has expanded its offerings to include Hardware Platforms, Imaging, Security Solutions, Storage Solutions, Software Sales & Implementation, Network Design & Development, Server Consolidation & Upgrades, WAN/LAN & Wireless Networking, Virtual Private Networks (VPN), Voice Recognition and Consulting.