

## **Business Continuity helps Morphy Richards to recover after flooding damages its headquarters**

When December's bad weather left Morphy Richards' South Yorkshire headquarters flooded, the staff at the manufacturer of domestic appliances had to evacuate their premises quickly. The river Don burst its banks covering the Mexborough site with around two feet of water, affecting its IT systems and rendering its premises unusable.

Fortunately, Morphy Richards had a Business Continuity (BC) plan in place, and called upon its BC partner Synstar International, who kicked Morphy Richard's BC plan into action.

The business continuity provider arrived on site within 6 hours. In a non-flood related incident they would have provided recovery facilities in the form of a mobile unit set up in the surrounding area of Morphy Richard's site. But due to the extensive coverage of the flooding, suitable temporary premises were found in Rotherham, where a backup IT system was installed to run Morphy Richard's business systems.

Technicians, working with Morphy Richards IT staff were able to transfer all of Morphy Richards's information from its own computers to the backup system, enabling business to continue. Almost three weeks later Morphy Richards was still based at the alternative site and utilising the back-up IT facilities whilst its Mexborough site was being prepared for the return.

Trevor Burrows, Head of IT at Morphy Richards, comments:

“The response of our business continuity provider was quick and very professional. The run up to Christmas is our busiest time of year, and Synstar's immediate response meant we were able to keep essential business systems up and running during this extremely demanding period. After losing everything at our Mexborough site, with Synstar's help all key business systems were available again within 24 hours. Having a business continuity plan in place is not an option, it is essential.”

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