

Hurricane Harvey, 2017

Executive Summary

The effects of Hurricane Harvey were wide-spread across the Gulf Coast of Texas including the Houston area where DYONYX Service Desk, Engineering Support and Data Center operations are based. Harvey made landfall near Rockport, Texas 190 miles southwest of Houston as a Category 4 hurricane. By the time the most serious effects of Harvey reached Houston, the main issue was area flooding. Based in Houston for more than 20 years, DYONYX has fully tested and matured all operational contingencies that may become necessary during a storm event. ***During the extent of Harvey's impact to Houston, all DYONYX data center, cloud, hosting and support operations continued uninterrupted.***

Data Center Operations

DYONYX operates its hosting services from the CyrusOne data center on I-69 in Houston. CyrusOne operated on commercial power until 12am, August 29 when power fluctuations were detected. CyrusOne then proactively switched to generator power until 5am when it was determined that commercial power had stabilized. Since that time, CyrusOne and has run on commercial power with no issues. It should be noted that the data center was prepared in advance for a backup power contingency with enough fuel to run generators for 72 hours and a tanker truck with an additional 10,000 gallons of fuel. If available fuel were to have reached 60% capacity, Service Level Agreements are in place to refuel within 4 hours. ***All CyrusOne data center services including power, cooling, communications, and onsite support were operational during the extent of Harvey resulting in zero impact to DYONYX client hosting services.***

Service Desk and Engineering Operations

During any storm of significance, the safety of all DYONYX employees is of paramount concern. DYONYX executives and management were in regular communication with staff as to the status of the storm and the availability of the corporate office facilities where Service Desk and Engineering operations are based. DYONYX operations are designed to allow for maximum flexibility for providing remote client support at any time including during storm events such as Harvey. With employee safety at the forefront, DYONYX management proactively closed the corporate office for two business days and invoked remote operational contingencies. For several days following, employees were encouraged to work remotely and return to the office only when conditions were safe. ***The outcome was that DYONYX continuously provided 100% of client support services as the Houston area was affected by Harvey.***

For more information:
DYONYX, LP
solutions@dyonyx.com
1-855-749-6758

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