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SolarWinds® Mobile Admin™ Aids in Disaster Response Efforts for Bahamas Company in the Wake of Hurricane Irene

Bristol Group of Companies is a Bahamas-based distributor and retailer and a tourism-related business that stood strong against Hurricane Irene's wrath. Bristol's IT team manages and monitors a network spanning 15 locations throughout seven of the islands of the Bahamas, all of which were affected by the tropical disaster.

IT Management Challenge

Hurricane Irene slammed The Bahamas in August 2011, transforming an idyllic tropical destination into a scene of devastation and destruction. Tourism, the nation's leading industry which employs approximately 50 percent of its citizens, faced a gruesome hit as the island was littered with rubble and debris. The island's residents also endured horrifying destruction and damage to their homes, businesses, infrastructure, and livelihoods.

The hurricane disrupted the Internet, a critical link between the servers at Bristol's head office and those at the stores, thus jeopardizing Bristol's ability to maintain operations amidst the disaster recovery. In order to revive the system, Bristol could have hired contractors on the remote islands to work as an extension of Bristol's IT team, but at a cost of thousands of dollars. Fortunately for Bristol, they had another option.

Solution

Several months before Hurricane Irene hit, Bristol's VP of Business Intelligence Craig Thackray chose to acquire Rove® Mobile Admin, a remote IT management solution for smart phones and tablets that is now a part of the SolarWinds® family. While his team had a disaster preparation plan in place, he could not have anticipated having to use SolarWinds Mobile Admin in a catastrophic circumstance. When the hurricane hit, however, he was lucky to have it.

CLIENT STATISTICS

15 stores across 7 distinct islands in the Bahamian archipelago

"We would not have been able to [monitor and manage a network of 15 locations] without Mobile Admin. It has been invaluable in getting the business back up following the hurricane."

"During Hurricane Irene, our team was able to monitor and manage a network of 15 locations throughout the islands of The Bahamas using Android™ phones," Thackray said. "We would not have been able to do so without Mobile Admin. It has been invaluable in getting the business back up following the hurricane."

Results

Despite the disruption of their traditional communications network, the islands' mobile network remained operational and it offered Bristol an opportunity to manage their distributed systems immediately.

"The hurricane had disrupted the cable network, both modem and some fiber, and the DSL network of the Telco," Thackray said. "The 2G (EDGE) network was up throughout, and we used this data service to use Mobile Admin. We do not have computer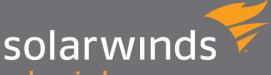 access to this network, so we had to use mobile phones running Android and Mobile Admin to interact with remote servers at many locations."

Mobile Admin provides agentless IT management and monitoring from any mobile device.

Using SolarWinds Mobile Admin's remote server and network administration capabilities, Thackray and his team were able to access all of the systems in the stores, triage the situation, remediate issues and monitor their ongoing operation – all remotely. The staff was continually on the move among various locations, so SolarWinds Mobile Admin maximized their productivity and ensured that all Bristol locations remained operational.

"Mobile Admin was a key part in the administration of the task involved post-hurricane," Thackray said.

IT Management
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