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Tips for Disaster Recovery

Disasters usually don't come with an advanced warning. Even if they did, lacking a plan on how to continue your business could prove fatal. In fact, 40% percent of businesses don't reopen after a disaster and another 25% fail within one year of such an event.

A business continuity plan can serve as the difference between success and failure for your business. Although there are many characteristics to these plans, three major keys stand out as factors any business should keep in mind when planning for the unplanned.

Research

You can't fight an enemy that you aren't aware of. Before you start discussing what to do in the event of a disaster, you must layout any and all scenarios that could leave you vulnerable. This includes both natural and manmade situations that hinder your business from a slight inconvenience to major disruptions.

Response

Now that you have laid out all the scenarios that could hinder your business, it's time to plan how each compartment will respond in such situations. This part of continuity planning needs to be as detailed as possible and provide alternatives in case "Plan A" doesn't work.

Rehearsal

So you know what threats you face and have laid out a plan to counter them and keep your business running. Now it's time to practice. You need to make sure every individual knows what his or her role is when facing a disaster. With this being said, go beyond mere knowledge.

Unfortunately, disasters do happen and whether you are a large enterprise or a small business, you need to have a plan for when they do. It's important to remember that this is by no means an exhaustive list of everything you need to plan for. Tailor your plan to your specific business needs because your best solution may be different from others. Do some research and contact a professional that can help because with a disaster, you can never be too prepared.



Meet the Staff:

TJ Hickey - Service Desk Coordinator

TJ Hickey is the Service Desk Coordinator for Intellicom. In this position, he will be answering customer calls and emails, starting and assigning service tickets, and handling the daily shipping and receiving. Prior to Intellicom, TJ has experience in customer service and order fulfillment for Amusemints in Denver, Colorado. In this role, TJ has worked with large retailers like Disney, Dillard's, and Bed Bath & Beyond.

TJ is currently pursuing a course of study in Information Technology & Systems - Networking at Central Community College in Kearney.

Last book you read: Lord of the Rings.
Favorite Movie: Alien/Aliens.

Intellicom Capitalizes on Internship Program with New Hires

Intellicom has recently made new additions to the team as Ben Ritter and Derek Poe have accepted Helpdesk Technician positions. In these positions, Ben and Derek will be responsible for troubleshooting customer's technical questions over the telephone or via remote network connection.

These hires mark another opportunity seized by Intellicom to utilize their internship program. Both Ben and Derek completed their internships with Intellicom in 2015 and then graduated from the University of Nebraska at Kearney this May with Bachelor degrees in Information Networking and Telecommunications.



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