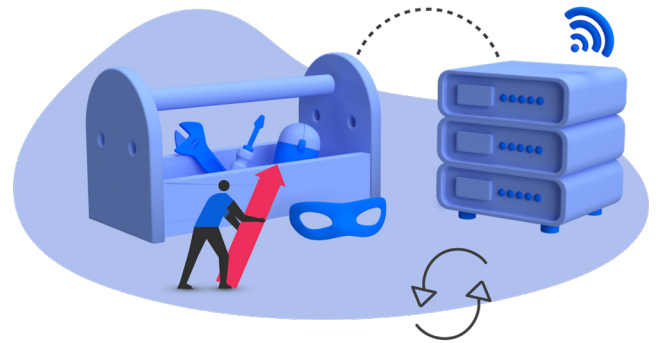




Case Study

Rapid Data Recovery and Business Continuity for UK's Top Embossing Manufacturer



The challenge

Tomlinson Ltd experienced a significant system failure that posed an immediate risk to business continuity. The outage affected a number of critical services, with the potential to disrupt operations at the start of the working week. The company required urgent, expert support to recover systems and minimise operational downtime.

Central Technology were contacted out of hours and tasked with managing the recovery process - from triage through to full system restoration to ensure the business could resume normal operations as quickly as possible.

The solution

Leveraging our CT Backup as a Service (BaaS) platform, Central Technology initiated a rapid recovery process. Our expert engineers responded immediately, working around the clock across the weekend to restore key systems. We deployed a combination of on-site and remote support, providing continuous updates and adapting our approach as required to meet recovery objectives.

1

Out of Hours Support

Immediate escalation and deployment of support engineers over the weekend to ensure swift action.

2

Priority-Based Restoration

Focused first on restoring essential systems to maintain business-critical operations.

3

CT Backup as a Service

Enabled secure, reliable data recovery from cloud backups with minimal data loss.

4

Flexible Engineering Resource

Around-the-clock support with engineers working both remotely and on-site.

5

Phased Recovery Approach

After stabilising core systems, additional services were restored in a structured and efficient manner.

The outcome

Thanks to the speed and efficiency of the response, Tomlinson Ltd was able to resume operations without significant disruption to the working week. The use of CT's BaaS platform meant data could be recovered safely and securely, while the dedication of our engineering team ensured continuous progress throughout the recovery window. The incident highlighted the value of a well-structured disaster recovery plan and the benefit of partnering with a responsive, experienced IT provider.



What our customer has to say!

Tomlinson

"We're extremely grateful to Central Technology for their fast and professional response. The support we received over the weekend meant we avoided major disruption and were fully operational by the start of the week. Their team worked tirelessly to get us back on track."

Jim Littler

Financial Director
Tomlinson Limited

Interested in our award winning IT services?

Speak to a member of the team today.

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