

Paul Davis Restoration

Securing and Protecting a Cost-Efficient Instant Office for Small Businesses with Symantec and JDC America



Paul Davis Restoration, the leading full-service mitigation, restoration, and reconstruction network in the United States, needed an “instant office” that met corporate standards for security and data protection. Symantec Business Partner JDC America provided it, deploying a comprehensive threat management and data protection solution based on Symantec technologies that has delivered zero disruption from security incidents to date, helped speed data recovery by 40%, and eliminated bi-weekly, six-hour commutes to support remote locations. As a result, Paul Davis Restoration is able to focus on maximizing revenue by focusing on its business—not IT issues.

COMPANY PROFILE

Paul Davis Restoration (PDR, www.pdrestoration.com) is the nation's leading full-service mitigation, restoration, and reconstruction network. The Tallahassee office is one of over 220 franchises that help insurance companies stabilize then rebuild their insured's damaged properties.

INDUSTRY

Construction

SOLUTION

Comprehensive Threat Management
Client Management
Data Protection

“Symantec and JDC America give me a system that, regardless of what happens, I can call from any location and get right to work.”

Jay White

Franchise Owner
Paul Davis Restoration

The Challenge

Paul Davis Restoration (PDR) is a network of 220-plus franchised contractors that insurance companies turn to when customers need damaged homes repaired. PDR is the nation's largest restoration network, with a reputation for doing quality work fast and on budget.

In 2006, Jay White, a construction and insurance professional with 25 years of experience, became a PDR franchisee. He opened a new office in Tallahassee, Florida—an area that sees its share of hurricanes, floods, and other insurance risks.

White asked Symantec Business Partner JDC America, based in St. Petersburg, to provide him with an “instant office”—a cost-efficient infrastructure that could meet parent company PDR's requirements for network access control, security, and data protection.

The Solution

Joseph Duncan, the owner of JDC America, has network and IT security experience that reaches back decades. It includes working alongside the CIA and FBI while employed by private companies. “I chose to affiliate with Symantec because it's the market leader,” he says. “In addition, Symantec is on the short list of solutions at PDR that should be evaluated for security and data protection.”

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Joseph Duncan
Owner
JDC America

SOLUTION AT A GLANCE

Key Challenges

- Support successful launch of a three-person business by providing an IT infrastructure
- Minimize business disruption from IT security threats and data loss
- Minimize IT support needed through remote IT administration
- Enable automated backup with continuous data protection

Solution

Comprehensive security and protection that lets a small business focus on business

Symantec Products

- Symantec Gateway Security 460 appliance
- Symantec Client Security
- Symantec Backup Exec™ 10d for Windows Servers
- Symantec pcAnywhere™

Symantec Services

- Symantec Technical Support

Symantec Partner

- JDC America (www.jdcamerica.com)

Business Results

- Comprehensive threat management from firewall to desktop
- Hundreds of viruses and spyware stopped per month
- Zero disruption to operations to date from security incidents
- Enhanced ability to comply with corporate security and data protection requirements
- 40% faster restoration vs. tape due to continuous data
- End-to-end turnkey IT infrastructure support from partner
- Skilled remote support through pcAnywhere eliminates bi-weekly six hour round-trip commute
- 100% payback forecast upon first disruption where recovery is achieved

Duncan chose a Symantec Gateway Security 460 appliance to protect the new Tallahassee office network because it offers a full-inspection firewall, antivirus protection, intrusion prevention with capabilities for blocking adware and spyware, antispam, intrusion detection, content filtering, and support for IPsec and SSL VPN technologies.

“The VPN feature means that PDR employees can safely work from home and the field, while meeting corporate security requirements,” explains Duncan. “Up to 50 other PDR employees could use the Tallahassee office resources if their own locations were damaged in a disaster.”

Symantec Client Security protects office desktops by combining intrusion prevention and a client firewall with Symantec antivirus and antispyware technology, providing endpoint security.

Symantec Backup Exec™ 10d for Windows Servers puts server data on tapes, which get taken offsite. “The loss of my data would be catastrophic,” White says. “I need the assurance it can be restored, and I’ve seen Backup Exec provide that.”

Adds Duncan, “Paul Davis is the leader in restoration and they wanted the leader in Windows backup and recovery software. They got it with Backup Exec.”

Duncan uses Symantec pcAnywhere™ in the Tallahassee office because it allows him to provide technical support from his location in St. Petersburg 250 miles away.

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Symantec pcAnywhere enables skilled tech support without a bi-weekly six-hour round trip commute.

The Results

“I’m a sticks and bricks kind of guy,” White explains, “and thanks to JDC America and Symantec, I can now focus on making payroll instead of worrying about IT.”

“PDR’s proprietary applications need to be closely guarded and locked down,” Duncan says, “and that’s why we provided Symantec solutions.” The result has been zero disruption from security incidents to date, with dozens incidents of viruses and spyware stopped per month.

White is grateful that with Symantec pcAnywhere, Duncan can provide IT support from remote, eliminating a six-hour round trip drive every two weeks. “Support from JDC America is a real comfort,” he says.

White also feels customers will appreciate his solution. “In Tallahassee, lightning and wind storms are all too common. They make my services needed, but can knock me out of business. Symantec and JDC America give me a system that, regardless of what happens, I can call on from any location and get right to work. I’ll get 100 percent payback the first time I’m up and running soon after a disaster.”