

How Morphy Richards Recovered After Flooding Damages its Headquarters

When December's bad weather left Morphy Richards' South Yorkshire headquarters flooded, the staff at the manufacturer of domestic appliances had to evacuate their premises quickly. The river Don burst its banks covering the Mexborough site with around two feet of water, affecting its IT systems and rendering its premises unusable.

Fortunately, Morphy Richards had a Business Continuity (BC) plan in place, and called upon its BC partner Synstar International. Synstar, the pan-European business availability provider, kicked Morphy Richard's BC plan into action.

Synstar arrived on site within 6 hours. In a non-flood related incident Synstar would have provided recovery facilities in the form of a mobile unit set up in the surrounding area of Morphy Richard's site. But due to the extensive coverage of the flooding, suitable temporary premises were found in Rotherham, where Synstar installed a backup AS400 system to run Morphy Richard's business systems.

Synstar technicians, working with Morphy Richards IT staff were able to transfer all of Morphy Richards's information from its own computers to the backup AS400, enabling business to continue. Almost three weeks later Morphy Richards was still based at the alternative site and utilising Synstar's IT facilities whilst its Mexborough site was being prepared for the return.

Trevor Burrows, Head of IT at Morphy Richards, comments:

"Synstar's response was quick and very professional. The run up to Christmas is our busiest time of year, and Synstar's immediate response meant we were able to keep essential business systems up and running during this extremely demanding period. After losing everything at our Mexborough site, with Synstar's help all key business systems were available again within 24 hours. Having a business continuity plan in place is not an option, it is essential."

Synstar International is a pan-European, independent provider of Business Availability services. The Group's base is located at Synstar House, 1 Bracknell Beeches, Old Bracknell Lane, Bracknell, Berkshire RG12 7BW. Tel: 01344 662700 Fax: 01344 662743.

For further information please contact Natalie Prichard / Nina Wainwright at Citigate Technology, Tel: 01604 232223, email Christine Jones at Synstar: cjones@synstar.com