

# Keeping NDIS operations above water during a flood crisis

## A Managed Services Case Study

### Introduction

Focussed on the creation and delivery of vibrant and innovative services, this NSW-based NDIS provider generates opportunities for job seekers and those with disabilities. But when catastrophic floods threatened their data centre, we acted swiftly to safeguard their infrastructure and ensure uninterrupted support for people in need.

### At a glance

**Industry**  
Not-for-profit | NDIS

**Company size**  
200-500

**Country**  
Australia

### Business challenge

Rising floodwaters jeopardised this customers' on-premise data centre, risking downtime that could, if left unchecked, disrupt essential services for months, affecting vulnerable clients across the region during a critical time.

### The solution

Our team relocated critical systems to a secure cloud environment over one weekend, using a total of 17 virtual machines – including 5 Linux and 10 Windows virtual machines, as well as 2 Windows SQLs to establish emergency connectivity, safeguard data, and ensure uninterrupted service delivery.

### The results

This customer experienced zero data loss, maintained full operational continuity, and emerged with a resilient hybrid cloud model, better prepared for future crises.

## The Challenge

After days of torrential rains had lashed the Hunter Valley region of New South Wales in 2023, the operations team at our customer's headquarters were growing fretful.

On the ground floor sat their on-premise data centre – critical for running not only their essential services, but all of their services. With water levels rising rapidly, and even more heavy downfalls forecast, the entire organisation was at risk of a catastrophic outage.

As a vital provider of disability and employment support within their community, this NDIS providers' services were dependent on uninterrupted access to digital systems, including client records, communication platforms, and operational tools.

The potential downtime wasn't just a technical issue. It threatened the continuity of services for vulnerable individuals and job seekers who rely on daily support from this provider. And not just for days, but months.

With the water rising, and time running short, our customer needed an urgent, ordered and reliable solution to safeguard their infrastructure and minimise service disruptions.

## The Solution

Within hours of receiving the emergency call, our team mobilised to assess the risks and develop a rescue plan. Working against the clock, we executed a comprehensive data centre evacuation strategy.

### Key actions included:

- **Risk Mitigation:** We evaluated water ingress risks and identified critical systems requiring immediate relocation.
- **Infrastructure Relocation:** We partnered with our customer using a rehost strategy to rehost critical workloads to a cloud-based environment, ensuring remote access and business continuity. These included spinning up a total of 17 virtual machines, which included 5 Linux virtual machines, 10 Windows virtual machines, and 2 Windows SQL to allow for refactoring and rehosting SQL on Brennan's private cloud before rehosting on Azure.
- **Emergency Network Setup:** We established redundant communication links to maintain connectivity during and after the relocation.
- **Real-Time Monitoring:** We deployed tools to monitor system health and performance during the migration to ensure stability.

Our team worked around the clock, coordinating with our customer's staff, third-party providers, and emergency support to ensure the safety of equipment and data. What would normally take four weeks of careful, considered consultation and planning, we'd implemented in just 48 hours.



**Cybersecurity**



**Cloud & Infrastructure**



**Advanced Networking**

## The Result

Despite the extraordinary challenges posed by the floods, our customer's operations were uninterrupted:

- **Zero Data Loss:** All critical data and systems were successfully migrated without unplanned downtime.
- **Continuity of Services:** Our customer maintained essential services throughout the crisis, ensuring their clients experienced no disruption.
- **Enhanced Resilience:** Post-crisis, this customer adopted a hybrid cloud model, increasing their flexibility and preparedness for future emergencies.
- **Peace of Mind:** The swift action demonstrated a commitment to this customer's mission of empowering people with disabilities and job seekers, even in the face of natural disasters.



Emergency support



Service continuity



Resilient infrastructure

## Looking forward

The emergency response not only safeguarded our customer's operations during the crisis but also paved the way for future innovation. By embracing cloud-based infrastructure, this customer is now better equipped to handle unforeseen challenges while continuing to connect people with possibilities.

## The Brennan Experience

Brennan is uniquely positioned to transform, deliver, and manage your complete IT environment – so your people can have a truly seamless IT experience, wherever they are working.

We provide powerful technology solutions for Australian organisations, with a portfolio of services that ranges from strategy and advisory, to application development, to end-user support, and more.

Our teams are crazy about delivering an exceptional customer experience for our clients, which is why we continue to invest in our people, systems, and automation. This has resulted in us achieving a world-class Net Promoter Score of +80.

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