

Customer Testimonial

Promise Technical Support Saves the Day and Data for Tampa Bay Arts & Education Network



BACKGROUND

The Tampa Bay Arts & Education Network (TBAE) is a non-profit 501(c)(3) organization which began its community service in 1987 with a mission to provide practical and economical, broadcast cable television access to members of Hillsborough County's arts and educational communities. Since then, TBAE has continuously adapted to the ever changing TV landscape by developing innovative, state-of-the-art broadcasting initiatives designed to increase the quality and ubiquity of its programming endeavors.

Being a non-profit broadcast cable television network, TBAE needs to store mass amounts of television production data on a budget. TBAE has Promise Technology's Pegasus2 R6 units to store and facilitate their data. Unfortunately these units were at end-of-life and out-of-warranty. After a drive failure during the array rebuild process, another drive failed causing a double fault condition, the end result was an offline array. Despite swapping the Pegasus chassis, the array still remained offline. This meant a potential loss of 24 TB of TV production data and a halt on all operations.

SOLUTION

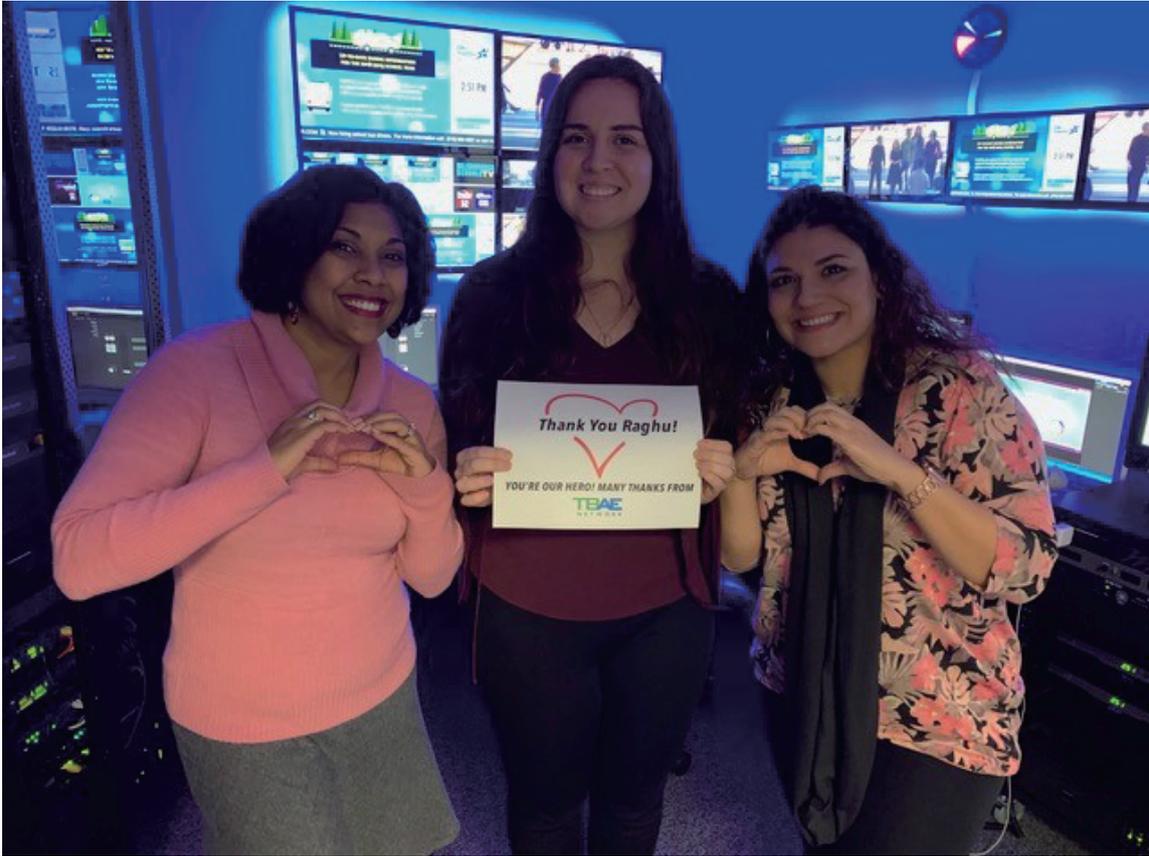
Within one business day of receiving a help ticket, Promise Technology Technical Support Specialist Raghuraman Kannan was able to connect with the CEO and President of TBAE to walk him through how they could work together to potentially bringing these drives back to life, despite their expired warranty.

After only a few minutes, Raghu had the dead drives in the unit mounting and they were able to initiate a rebuild. All the files were saved! They then began work right away. Again, within a few minutes, Raghu had successfully rebuilt the logical drive, located the dead drive and initiated the rebuild.

The data - years of work - was fully recovered.



Pegasus2 R6



TBAE employees thankful for Promise Technology Technical Support

TECHNICAL SUPPORT TESTIMONIAL

"I can't begin to tell you how bad we freaked out when the drives initially disappeared. Although I'm sure you can imagine. We were heart broken and were frantically trying to just figure out what all we had lost. Years of work that can not be replaced. Raghu was up front about the severity of the issues, but gave us hope that at least someone was going to try to help us. Raghu called on time and we began working. Amazingly, after only a few minutes, Raghu had the dead drives mounting and we were able to initiate a rebuild. All the files were saved! Raghu's expertise and calm professional manner safely and swiftly guided us out of troubled waters. We are so appreciative!"

- G. Scott Maiden, President & Chief Executive Officer, TBAE