

# AP Recovery

## Audit Services Firm: Immedion's Solid Infrastructure and Bandwidth Enables Smooth Transition to Work From Home



APRECOVERY

### RESULTS

High availability systems support seamless transition to 100% remote workforce

High-performance network connection to meet remote access demands

Ability to leverage Remote Hands service to perform tasks in the data center without sending internal IT team out

“Being headquartered in a hurricane-prone area like Charleston, it’s nice to know our equipment is housed in a facility that enables us the highest probability of uptime possible,” said Gerald Williams, IT Manager for AP Recovery.

“Everything from their power, to their network infrastructure and the redundancies they have in place has been a plus for us in partnering with Immedion.”

### THE CLIENT

Headquartered in Mount Pleasant, SC, AP Recovery has been in the payment recovery, compliance and risk prevention business for 25 years. The recovery audit firm is a trusted partner to clients across the globe and specializes in serving Fortune 1000 companies.

### CHALLENGE

The COVID-19 pandemic has disrupted business across the globe, leaving organizations no choice but to totally transform the way they operate in a very short amount of time. As restrictions on businesses were put in place, and with the health and safety of their staff and clients in mind, AP Recovery needed to shift to a remote workforce in order to continue serving their clients and partners through an unprecedented time.

### SOLUTION

Having already partnered with Immedion for colocation and disaster recovery services, AP Recovery had a healthy business continuity plan in place to ensure they could provide uninterrupted service during any unforeseen circumstance. After just a few days of planning for a remote workforce, AP Recovery’s team became 100% remote in mid-March. Fortunately, with Immedion’s bandwidth and strong network backbone behind them, the transition was seamless. AP Recovery’s employees were able to access critical files and applications via remote desktop and VPN with Immedion’s high-performance, highly available network.

When hard drives needed to be replaced in the data center, AP Recovery was able to take advantage of Immedion’s Remote Hands service to complete the task, eliminating the need for their own internal IT team to travel to the data center and keeping them safe.

### RESULTS

When making the unexpected transition to a fully remote workforce, AP Recovery had minimal disruption to their operations or their team’s productivity. Because of their high availability systems, they can continue to deliver the highest levels of performance, availability, security and support. AP Recovery stands ready to serve their clients through these trying times, and by leveraging Immedion’s solid infrastructure and bandwidth they can operate with confidence knowing their systems are running at the highest probability of uptime and availability.