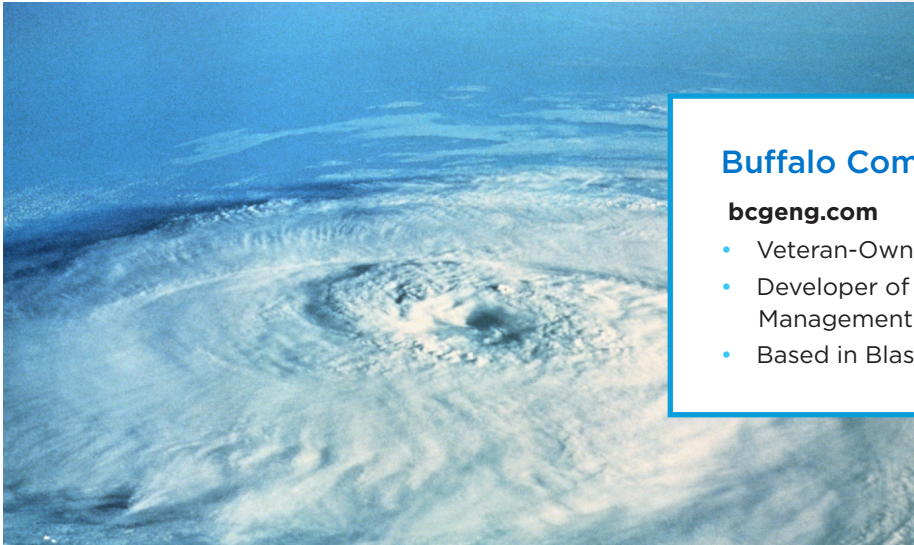


BCG weathers storms with Lumen

Scalable cloud services provide 24/7 access to mission-critical information



Buffalo Computer Graphics (BCG)

bcgeng.com

- Veteran-Owned Engineering and Consulting Firm
- Developer of DisasterLAN (DLAN) Emergency Management Software
- Based in Blasdell, New York

Challenges

- Disaster response required bulletproof, secure incident management system that scales with demand
- Needed reliable data accessibility during disasters
- Required flexible billing to help control costs

Solutions

- Lumen Cloud™ hosting
- Lumen® Managed Disaster Recovery Services (MDRS)

Results

- Significantly reduced disaster recovery response times
- Exceeded expectations for local, state and federal partners during hurricane disaster response in 2017
- Increased record processing by 19x
- Processed more than 380,000 home and building inspection records
- Scaled quickly to support thousands of concurrent users

“Quickly and easily scaling in a self-service manner is incredibly important for us to respond to customers in real time.”

— John Paul Wiejaczka,
Director of Quality Assurance
Buffalo Computer Graphics



Challenge

Deliver a scalable, secure incident management system

BCG works with private sector and government agencies that provide emergency services in disasters. BCG's DLAN incident management system is a single, web-based platform that manages all known relevant operational data. DLAN provides situational awareness and a common operational picture to responders. DLAN is built to scale seamlessly for users who have no time for complex IT administration during a disaster.

For example, recovery workers in the field can use the store-and-forward function on the DLAN Mobile Responder App to hold collected information until it can connect to the BCG cloud. Accessibility of the data is critical during a crisis and its aftermath.

It's essential to retain accurate data without compromising security. Incidents go through peaks and valleys of activity, so accessibility and scalability were key. Tied to that scalability is the billing flexibility to pay only for the capacity used in a given period.

Solution

Lumen Cloud hosting backed up with Managed Disaster Recovery Services

BCG was introduced to Lumen Cloud by one of their customers who was using the solution for other hosting needs. The customer asked BCG to utilize the Lumen Cloud for their instance of DLAN. BCG appreciated the ability to self-manage their cloud needs and adjust their systems on the fly.

The cloud management portal was particularly useful for quality assurance. It allowed BCG to see customer usage patterns both across the customer base and for individual customers. This allowed them to prepare for spikes or make sure a given incident had all the resources it needed.

Lumen® Managed Disaster Recovery Services (MDRS), was added for further resilience. MDRS allows customers to protect data and applications in production servers by replicating them virtually within the cloud. The replicas are only activated in the case of a disruption in the main systems. It's a complete backup service without capital expense or extensive management.

Results

Peace of mind in ongoing operations

In 2017, BCG and its DLAN solution were part of the response to Hurricane Irma and Maria. Speed of response and scalability were tested. Staff deployed to the field started collecting data associated with damages shortly after the storms passed. BCG was initially assigned to collect data for 20,000 individual locations. However, the platform — from the mobile front end to the back end in the cloud — processed and stored those records so quickly that disaster management officials kept raising the inspection load assigned to BCG. Each time, BCG was able to meet or exceed expectations for local, state and federal partners. Eventually, BCG processed more than 380,000 home and building inspection records — more than 19x the initial requirement.

The flexibility of the cloud helped BCG scale quickly to support thousands of concurrent users and add capability as needed. Throughout the response, the scalability of the solution and the presence of MDRS continued to help ensure the preservation of data as well as the stability of the DLAN website. That gave officials the peace of mind to focus on helping people rather than worrying about their own infrastructure.

According to BCG, the programs ramp up so quickly that they might have been delayed with another vendor with less scaling capacity. The feedback they received from their partners was overwhelmingly positive. The partners told BCG that in all their years of incident management, no other company was as responsive and flexible as the BCG platform and team.

BCG believes it's important to be ready for the unexpected. To request a demonstration of the DLAN solution go to: www.buffalocomputergraphics.com/IM/DemoRequest

Lumen Solution Set

- Lumen Cloud hosting
- Lumen Managed Disaster Recovery Services (MDRS)