FERRUM 26
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TECHNOLOGY SERVICES, LLC

A FERRUM WHITE PAPER

BUSINESS CONTINUITY

Something has gone wrong. What do we do now?

What Business Continuity is

Business Continuity answers one question: something has gone wrong, what do we do now?

It is more than backups. We plan it with you, practice it routinely and carry it out on the day.

When it happens, the people who respond already know your business and your plan.

Who it is for

Any business that loses money the hour it cannot open, take calls or reach its data.

What it covers

Fires, floods, storms, carrier outages, ransomware and the file someone deleted by accident.

What we provide

Tested backups

Backups are proven by restoring from them, not just scheduled. Data is encrypted and protected on site and off.

A written recovery plan

Plain language: who calls whom, what comes back first, and how long it should take.

Fit with outside requirements

Help lining the plan up with what your insurer, auditor or industry expects.

Internet failover

Our own 5G backup, monitored, taking over when the main connection drops.

Phone failover

Calls are rerouted so a carrier outage does not take you off the air.

Emergency response

Critical systems first, then calls, then connectivity, with field staff on site when needed.

After-incident review

We go through what happened with you and close the gaps in the plan.

How it works

1. We work out with you what the business cannot run without.
2. We write the plan and put the backups and failover behind it.
3. We practice it routinely, so the first run is not the real one.
4. On the day, we execute it. Afterwards we review and fix.

What it looks like in practice

During a Bay Area flood, we activated a hotel's plan within minutes, watched its cameras and network overnight, and had staff on site within 24 hours. The hotel kept running.

During a Southern California wildfire, we kept communications running for a hospitality client while guests were relocated.

What we will not claim

Nobody can promise a business will never go down. We commit to having the plan ready and carrying it out.

How we engage, and the proof

27 sec
Average time to answer a support call. Every other channel is answered in under 5 minutes.

98%
Client retention over the last decade, not counting businesses that closed.

4 lists
CRN lists Ferrum was named to in 2026: MSP 500, Security 100, Tech Elite 250 and Fast Growth 150.

How we engage

It starts with a conversation.

We learn how the business works before we recommend anything. Pricing comes from that conversation, not from a per-user or per-computer sheet.

Three ways to engage.

A managed commitment (month-to-month up to long term), Flex Time (discounted pools of hours), or pay as you go. Managed commitments include our security suite and managed tools. Flex Time and pay as you go do not.

Who you deal with.

An account manager owns the relationship and a technical POD owns support. PODs are sized to client load, and every new hire completes 120 days of training.

Same delivery everywhere.

Teams in the Chicago area, Southern and Northern California, Denver, Dallas-Fort Worth and on the East Coast, working the same way in each.

YOU ARE HERE FOR A REASON.

Tell us what is and is not working. We will tell you plainly where we fit and where we do not.

Start a conversation

ferrumit.com/contact-us

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