



# Sage 200 and a *'Bad hair day'* for American Dream.

## Overview

**Ashgoal always provide superior service as standard and this case study is an example of the company going the extra mile to help a customer.**

**Ashgoal came to the assistance of American Dream, a cosmetics, wigs and hair accessories company in London. It turned out to not be so much of a bad hair day in the end.**

## The story

P.S. Sahney & Co Limited imports, wholesales, retails and exports hair extensions, wigs, cosmetics and hair accessories under the trading names of American Dream, Love Hair Extensions and Love Afro Extensions. They operate from an industrial estate close to Hangar Lane, Ealing, West London.

On Monday 4<sup>th</sup> March at 09:56 they contacted the Ashgoal Sage Support desk to report a message that the directory specified to allow them to log on to their Sage MMS Accounting System no longer existed. After preliminary examination, the problem was passed to their IT hardware support engineer for more detailed inspection. Within less than 45 minutes, the problem had been identified – three out of four RAID disks on their data main server had failed. There was no immediate recovery option, yet the business operation depended upon the availability of its Sage system. Ashgoal was asked whether they could help.

It took until just after 1:00pm to identify when the server had started to fail, and consequentially which was the last valid backup disk.

Ashgoal technicians created a 'replacement' Sage server as a virtual image on the Ashgoal 'Cloud' – exclusively for the use of P.S. Sahney. Before close of business, Chris Ryan (Sage MMD Support Consultant) had obtained the update licence strings from Sage – and had travelled from the Ashgoal offices in Barnet, North London, to his home near Dunstable in Bedfordshire.

During the course of Monday evening, Chris installed Sage200 version 2011 on the new 'Sahney Cloud', uploaded and restored the best backup of Sage MMS data he could find, and watched as the data migration up to Sage200 v2011 was processed. It took time – there were over 64,000 items in the stock module just for starters!

By 2:30pm on Tuesday 5<sup>th</sup> March the secure links which allowed six PCs at the Hangar Lane premises to use Sage200 'on the cloud' had been installed. Invoice and other layouts had been re-formatted, and their accounting operation was back 'live'. Sahney staff had to re-input everything they had done the previous Friday – because the Friday night backup had failed.

Later that same week, email facilities were implemented on the 'Sahney Cloud' that permitted Sage200 users to send reports by email using their Microsoft Exchange server which was still operational at Hangar Lane. Within the next month, the only important piece of bespoke work had been re-programmed, tested and installed.

Some six months after the event, Ashgoal have reviewed this 'disaster recovery' operation. P.S. Sahney has continued to use the Cloud for its day-to-day accounting and business operations with no perceived degradation and no capital expenditure. At the same time, Ashgoal believe that the flexible resource of support staff (who were prepared to react together to meet a disaster recovery requirement), and the availability of a 'Cloud' infrastructure (an investment that continues to allow the company and its customers to grow) is a good example of how a smaller proactive company can prove their worth in today's competitive environment.

## About Ashgoal

Ashgoal are a Sage Platinum Partner and have been for over 25 years. They are also a certified Microsoft SPLA partner, and are also licensed to provide Sage ACT! Hosted solutions. For more details contact Ashgoal on 08442 459100 or email [sales@ashgoal.com](mailto:sales@ashgoal.com)

Call: **08442 459100**

Visit: **[www.ashgoal.com](http://www.ashgoal.com)**

