

FOCUSING ON TECHNOLOGIES AND PRACTICES THAT IMPROVE YOUR BOTTOM LINE

THE FOODSERVICE DISTRIBUTION CONFERENCE & EXPO



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UNIPRO
FOODSERVICE, Inc.



Consolidated Companies, Inc.





Disaster Recovery and Business Continuity

What We Learned Before, During and in the Aftermath of Katrina

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Introduction

- Disaster Recovery
- Share Plans, Experiences and Results
- Food for Thought



Agenda

- History of the Company
- I/T Disaster Plan
- The Katrina Story
- Lessons Learned



Overview

- Disaster Recovery Is Business Continuity
- Most Important:

“Not Just For the I/T Department”





Company History

- Consolidated Companies, Inc.
- Parent Company for CONCO Food Service and CONCO Food Distributors
- Founded at the Turn of the 20th century
- Plaquemine, Louisiana
- Began as a Wholesale Supplier to Grocery stores
- Stern Paddle Wheelers on the Mississippi River and the Bayous of Louisiana
- Founded as a Family Owned and Operated Business and Remains That Today



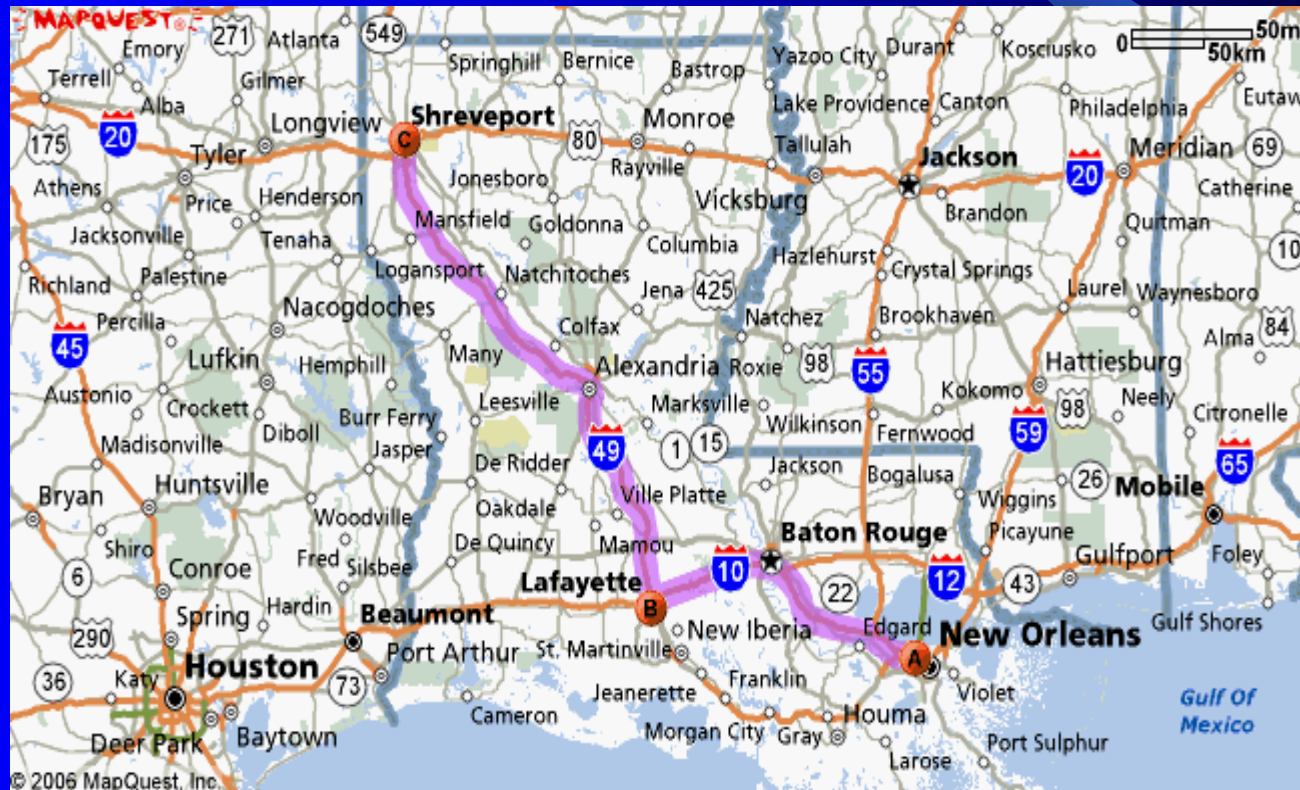
I/T Disaster Plan Development

- Mission Statement
 - To provide the company with a seamless, inexpensive and easy to execute way of continuing the I/T infrastructure.



I/T Disaster Plan Development

- Our Locations





I/T Disaster Plan Development

- Network Overview
 - All Locations within the State of Louisiana
 - 3 Warehouse Locations
 - Each Warehouse Location Looks alike from a Network Hardware and Software Perspective
 - 1 Corporate Location
 - Corporate Office Houses Main Computer Systems and Network Connections
 - Topology of the Network is ATM Fully Meshed
 - With Fully Operational Backup Network
 - Any Anywhere (Hardware/Software)



I/T Disaster Plan Development

- Plan Development
 - The Struggle
 - NOREX Round Table Input
- Our Applications
 - Target Data Systems (TDS) for Institutional Using Progress Database
 - Advanced Food Systems (AFS) for C-Store Using the Universe Database
 - Sales Partner Systems (SPS) for Customer Order Entry
 - SalesLogix a DSR Tool Set for Customer Calls Using MS-SQL
 - FAS for Fixed Asset Tracking
 - ABC for Profit Analysis Using MS-SQL
 - Microsoft Office Suite (including Exchange for email)
 - Crystal Enterprise for Internet Reporting



I/T Disaster Plan Development

- The Decision Points
 - Build or Not to Build
 - Disaster Site Replication
 - Site Selection
 - Cost Consideration



I/T Disaster Plan Goals

- Keep It Simple
- Create Disaster Site at the Shreveport Branch
- Replicate All Major Databases Keeping Data As Close to Current As Possible



I/T Disaster Plan Goals

- Classify Systems into 3 Categories
 - Essential (ESS) – Required to Maintain Business
 - Needed As-Soon-As-Possible (NASAP) – Required within a Week of Moving to Disaster Site
 - Restored Later (RLT) – Required Only if Disaster Site Stay to be of an Extended Duration



I/T Disaster Plan Objectives

- TDS – Maintain at Most 15 Minutes from Live
- AFS – Maintain at Most 24 hours from Live
- SPS – Maintain at Most 1 hour from Live
- Remote Access – Seamless
- Other Systems – As Needed from Backup Tape on Reinstallation from Scratch



I/T Disaster Plan Time Tables

- Immediate Disaster Time Table
 - Used for Lost of I/T Equipment Due to Fire, Electrical Shorts or Isolated Weather (i.e. Tornado)
- Eminent Disaster Time Table
 - Used for Disaster That Are Somewhat Predictable (i.e. Hurricane)



I/T Disaster Plan Build Time

- Install New Hardware at Corporate
- Upgrade Existing Hardware
- Build Scripts and Programs to Take Over from Corporate
- Wall Time 6-8 Months



The Katrina Story

- Days Prior to Storm Tense
- Never Fully Tested The Plan
- Began Preparing



The Katrina Story

- Saturday Before Storm
 - Prepared and Checked Backups
 - Made Sure Data Transfers and Updates Were Being Performed Correctly
 - My Staff Prepared to Evacuate to Shreveport and Places Further Away
 - Contacted Key Vendors Putting Them on Alert
 - Alerted Branch Personnel
 - Generator Positioned at Harahan Branch



The Katrina Story

- Sunday Before The Storm
 - Spent Much of the Day Driving and Staying in Communication with Personnel
 - 1130 hours – Declared Disaster
 - 1400 hours – My Staff Had Shreveport Staff Begin Making Final Backups for AFS
 - 1415 hours – Contact SPS to Create Backups of Our Internet Order System
 - 1800 hours – Arrived Disaster Site
 - 1810 hours – Completed Necessary Network Changes
 - 1817 hours – Took Over Systems in Shreveport
 - 2300 hours – Left to get some sleep



The Katrina Story

- Monday Morning of The Storm
 - 0415 hours – External Power Fails
 - 0515 hours – AFS Backup Completes
 - 0600 hours – Arrived Back At Shreveport Warehouse (Disaster Site)
 - 0630 hours – Bring up AFS
 - 0800 hours – Dispatch Personnel to Get 3 Large Desktops for Use as Servers
 - 0900 hours – ATT Transferred 800 Numbers
 - 0900 hours – Business Continuity Began



The Katrina Story

- Monday – Business Continues (Shreveport)
 - Shreveport Warehouse Personnel Updated
 - Orders for Unaffected Customers Begin to Come into Shreveport
 - New Orleans area Locked Down By Government Officials
 - Mobile Phones Issued to Key Personnel
 - Prioritized Customer Deliveries
 - Used Website to Update Customers
 - Put Together Personnel to go to Harahan
 - Setup System to Bill Harahan Customers from Shreveport



The Katrina Story

- Tuesday – Business Continues (Shreveport)
 - Paperwork Arrives to Get Personnel Through Road Blocks
 - Personnel Leave for Harahan
 - Harahan Personnel Are Relieved
 - Destruction of Storm Becoming More Apparent
 - Shreveport Prepares for 2nd Night Shipping
 - Flooding Covers More of New Orleans
 - Pictures from Gulf Coast so Total Destruction
 - Hospital and Nursing Homes are Pushed to Top of List



The Katrina Story

- Tuesday – Business Back To Life (Harahan)
 - Power is Restored to Freezer and Cooler
 - Cleanup Begins
 - Security of Personnel Becomes an Issue
 - We Feed First Responders at Command Center
 - Fuel Becoming A Concern
 - Communications to Harahan Sketchy
 - Personnel Sleeping and Eating at Branch
 - Travel Into and Out-of Area Restricted
 - Hospitals In Area Begin Needing Food



The Katrina Story

- Wednesday – Business Continues (Harahan)
 - Fuel Becoming Major Issue for Generator
 - Tractors Have Been Drained
 - Fuel Finally Reaches Harahan
 - Customers Left Begin Picking Up Food
- Wednesday – Business Continues (Shreveport)
 - All Customer Systems Now Up In Shreveport
 - Website Updated to Collect Data for Displaced Employees
 - Shreveport Personnel Working Long Hours to Ship Groceries
 - Servers From Corporate Brought Up



The Katrina Story

- Week After – Business Continues (Harahan)
 - Hospital and Nursing Homes Picking Up Groceries
 - “No Room At the Inn”
 - Most Employees Are Displaced Without a Way to Come Back or a Place to Come Back To
- Week After – Business Continues (Shreveport)
 - Having Problems with email system
 - Other Independent Food Distributors Contacted for Help
 - Reinhardt Personnel Help Correct email
 - Independents Begin to Schedule People to Help



The Katrina Story

- Saturday 2 Weeks Later (Harahan)
 - Harahan Ships with Help From Other Branches and Independent Distributors
 - Network Phone Lines Die
 - Calls Made to ATT Support Gets Network Backup



Katrina and Rita Her Sister

- 3rd Weekend After Katrina
 - Rita Comes to Visit
 - Shreveport Now Put In Possible Harms Way
 - Lessons From Katrina Used on Rita
 - Generator Set in Place to Keep I/T Going
 - Fuel Is Positioned ahead of Storm Arriving
 - Storm Dies Out Quickly After Landfall
 - Houston Companies Experience Trouble Declaring Disaster



The Katrina Story

- January 15, 2006
 - Move Back to Corporate
 - 2 weeks Prior We Setup Corporate as the Disaster Site
 - Flew Back All Servers Moved to Shreveport
 - Brought Systems Up and Began Shipping on Sunday Morning Using Corporate



The Katrina Story

- Then To Now
 - Help Came from All Over
 - Pieces Shipped from Shreveport Grew
 - Pieces Shipped from Harahan Have Grown
 - The Business Is Off and Running
 - Labor is Constrained
 - Voice Picking is Being Installed



Summary

- Lessons Learned
 - Fuel
 - Power
 - Housing
 - Personnel Location
 - Passes and Authorization
 - Communications
 - Owning Hot Site Made It Easy



Life After Katrina

- Plan Updated
- Looking at Co-Location



The Rest Of The Story

- PLAN AND TEST
- AND PLAN AGAIN
- Other training sessions
- List books, articles, electronic sources
- Consulting services, other sources



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