

‘Superstorm’ Hurricane Sandy 2012 Extraordinary Threat Has No Impact for Customers’ Service

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PEARL RIVER, New York. -- (PR NEWSWIRE) -- Blue Hill Data Services announced that Hurricane Sandy had no impact on their customers’ service. While many businesses throughout the northeast have lost power during the storm, Blue Hill Data Services did not experience any power outages. The company’s production data center in Pearl River operated at optimum levels as the ‘highly fault tolerant, redundant data center’ it is. The other data centers in Branchburg and Shelton also continued to provide customer support with no interruptions. The storm was closely monitored and the company’s process for Preparedness and Reliability was activated according to plan.

In preparation, notices were sent to all customers on Friday, October 26th before the storm, reacquainting them with the data center facility and the measures that were being put into place. Updates were then sent to all customers every three hours beginning Monday, October 29th in the evening until the final update on Tuesday, October 30th at 3:00pm: “All systems at Blue Hill Data Services continue to be fully operational. There have been no issues with the facility during the Hurricane Sandy event. This is the final update.”

Blue Hill’s production data center is a hardened, fault tolerant facility powered by two separate primary distribution utility electrical feeds, with both feeds coming into the facility by underground conduit. In the event of a utility failure, the data center would be powered by two diesel generators. Both generators are located within the facility and are not exposed to the weather. The generators are tested on a regular basis and were tested on Friday, October 26th. Blue Hill Data Services was in contact with both the generator maintenance vendor and their fuel supply company who were available to support Blue Hill Data Services in the event of an emergency. Also, the physical data center is located on the second floor of the facilities complex.

Regarding the Blue Hill Data Services’ 24x7 Staff, rooms were reserved at the Pearl River Hilton Hotel which is located directly across the street from the data center. Additionally, supplies were brought in to the data center to support the staff in the event of an extended stay. All technical support staff and the Account Management team were on-call and available throughout.

This was a full team effort and customers sent notes of appreciation:

- “I want to take this opportunity to thank the staff at Blue Hill Data Services for all the extra effort they put in this past week. The operators, production control staff and technical staff kept things running at a normal pace and never missed a beat...I especially want to thank the networking staff...Thank you again for working through these difficult circumstances. I’m sure each of you has family and home concerns to deal with and we really appreciate your team’s dedication.”

- “Well done! I appreciated the updates. I hope your recovery from this storm is rapid. We will keep you in our thoughts and prayers.”
- “To Blue Hill staff – job well done keeping me updated throughout Hurricane Sandy. I greatly appreciated the periodic updates.”
- “Thank you all. We appreciate you sending us the updates on a regular basis. I hope all your families are safe and escaped the storm without too much impact.”
- “I am glad that you came through the storm well. I hope that all employees of Blue Hill Data Services fared well. Please extend my appreciation for all their efforts during the storm. We as customers, greatly appreciate their efforts.”

About Hurricane Sandy

Hurricane Sandy battered the mid-Atlantic region on October 29 and 30, with powerful gusts and storm surges that caused once-in-a-generation flooding in coastal communities of New Jersey, New York and Connecticut, knocking down trees and power lines and leaving more than eight million people in the dark. It packed maximum sustained winds of about 80 miles per hour or higher, the National Hurricane Center said. Forecasters attributed the power of the storm to a convergence of weather systems. As the hurricane swirled north in the Atlantic and then pivoted toward land, a system known as a midlatitude trough – which often causes severe winter storms – was moving across the country from the west. There was also a full moon and high tides when it hit the coastline. The storm was blamed for more than 80 deaths in the United States, and 60 people dead in the Caribbean before it made its way toward the Northeast. Explosions and downed power lines left the lower part of Manhattan and 90 per cent of Long Island in the dark, and the New York City subway system was paralyzed by flooded tunnels and is expected to remain closed for days. The brunt of the storm seemed to be in New Jersey, with state officials estimating property damage to be many billions of dollars, and about a quarter of the state’s population – more than two million people – without power. The overall losses from Hurricane Sandy are expected to approach billions of dollars, with New Jersey Governor Chris Christie calling the estimate of losses “incalculable.” President Obama approved disaster declarations for New York and New Jersey, and said “All of us have been shocked by the force of mother nature,” and promised “all available resources” for recovery efforts.

About Blue Hill Data Services

Blue Hill Data Services helps customers reduce their operating costs and minimize risk by providing fully managed data center hosting solutions, and a full array of complementary IT support services. Our highly skilled and experienced staff, world-class on-shore facilities, and reliable 24x7 services have supported customers worldwide and from all industries since 1994. We specialize in mainframe, open systems, and AS/400 iSeries managed hosting services; Applications Services; Colocation services; Dedicated Disaster Recovery and Business Continuity Solutions. Our deep technical skills and long standing experience enable us to support our customers’ legacy environments as well as implement new technology solutions. Our differentiation is providing customized solutions, flexibility with contracts and SLAs, and personalized attention and services. We are proud our customer retention is 100%.

For more information, please visit <http://www.bluehilldata.com>.

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