IT MANAGED SERVICES CASE STUDY:
How IT Total Care Used Backup Hardware to Keep CCA Mora Operational

CCA Mora, is a respected investigations firm trusted by legal teams, corporations, and private clients across California. From case file research and evidence tracking to private investigations and litigation support, their work depends on the ability to securely access, store, and manage highly sensitive data.

Every hour of downtime puts client deliverables at risk. So when their main server failed suddenly — and the replacement server crashed just weeks later — CCA Mora faced a mission-critical breakdown. Without an effective on-site backup solution, they would have lost days — if not weeks — of productivity.

Since 2016, CCA Mora has partnered with IT Total Care to manage its infrastructure and safeguard business continuity. When disaster struck not once but twice, IT Total Care deployed a hardware-based backup strategy that kept the business online through every stage of the crisis.

The Challenge: A catastrophic hardware failure — and a repeat crisis

The problem started with a total hardware failure. CCA Mora's aging physical server died without warning, bringing down case management systems, shared files, internal applications, and secure communication tools.

Time-sensitive investigations were immediately impacted:
- The server was beyond repair, and no local system access was possible.
- IT Total Care recommended a new server, which was ordered, installed, and configured for Hyper-V.
- Just 30 days later, that brand-new server failed due to a hardware fault — a rare and devastating event.
- Without a working primary system or failover in place, CCA Mora risked a total shutdown until new hardware arrived or was repaired.

Because their business handles active legal investigations, delays threaten to affect compliance timelines, client expectations, and business reputation. Extended downtime was not an option.

Recognizing the urgency, CCA Mora turned to IT Total Care to recover operations without waiting for new hardware — and to prevent the same problem from happening again.

The Solution: Real-time virtualization and seamless restoration

IT Total Care responded immediately by leveraging Datto's advanced business continuity platform to virtualize the firm's systems. Here's how our full solution unfolded:

- We spun up systems in Datto recovery mode, virtualizing the server in under an hour. This allowed staff to continue working without interruption.
- Once the new server arrived, we configured Hyper-V and restored the recovery image from Datto.
- When that new server also failed, we again used Datto to virtualize the environment, avoiding a second shutdown.
- After the server was repaired, we restored the full system image to bring the firm back to normal operations.

Throughout both incidents, IT Total Care ensured that CCA Mora had access to everything they needed, when they needed it — with minimal impact to operations or client service.

The Result: Downtime avoided, and performance improved

The results were immediate and critical to the firm's operations:

- Downtime was reduced from what could have been days or weeks to just hours.
- Staff continued working on active investigations with minimal disruption.
- The repaired server offered significantly improved performance compared to the legacy hardware it replaced.
- CCA Mora now has a tested and reliable backup system in place to handle future emergencies.

By virtualizing their systems on short notice and providing complete support through both server failures, IT Total Care helped CCA Mora stay operational and maintain their high standards of service and security.

A Story of Preparedness: Why On-Site Backup Hardware Still Matters

In an age where cloud solutions dominate the conversation, it's easy to forget that on-premise hardware — including physical servers and local backup appliances — still play a critical role in business continuity. CCA Mora's experience proves it.

When their first server died, their backup hardware saved them. When their second server failed, that same hardware — combined with IT Total Care's expertise — saved them again.

And that's why we design backup strategies with redundancy in mind: not just for storage, but for instant failover and system virtualization. Because disasters don't wait for shipping windows or RMA approvals — and neither should your business.

At I**T Total Care**, we don't just manage IT. We engineer resilience.

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