



Friday 15th May 18:01 Endsleigh Insurance Company - West of England (Air Con Failure)

The Incident: Our Client was heading home for the weekend unaware that an A/C unit in the main data centre on the head office campus had failed. Fortunately Spook's Environmental Monitoring Service (EMS) was installed and duly reported the rapid rise in temperature to the client and to the Spook Support team. The client managed to get someone onsite quickly to investigate. After calling the A/C engineers the client was able to take some short term remedial action (i.e. propping doors open & powering down non-essential equipment) in order to alleviate the ever rising temperature in the room.

***The client commented:** "Spook is installed in multiple data centres around our Enterprise in the UK. As we were getting ready to leave for the weekend late on Friday, we were alerted to a temperature issue in our main data centre. Spook alerted us to the change in temperature and the Spook Support team called to ensure we were in safe receipt of the alerts. We were able to deal with an air conditioning problem immediately and call in maintenance engineers to rectify the situation. We are pleased Spook identified an issue we could deal with in a controlled fashion".*

Saturday 16th May 17:02 Medical Supplies Company - Medway Towns (Air Con Failure and separate Exchange Server Crash)

The Incident: Spook's ability to head off potentially serious events is not limited to environmental monitoring conditions alone. As an 'all in service' Spook's hosted servers are programmed to expect regular heartbeats from the onsite Spook Console. When two subsequent heartbeats were not detected the client was contacted by the Spook Support team to inform them of the situation. This call proved to be invaluable as, upon investigation, the client found that their Exchange server had in fact crashed resulting in email traffic being frozen. Based on this the client was able to contact their support people in the USA who managed to fix the issue and reinstate the server.

***The client commented:** "We have made a strategic investment in IT and Spook is installed in key locations across the UK. We were alerted to temperature fluctuations in our DR data centre and were able to deal with air conditioning issues in the location over the weekend. Spook Support also contacted us for an IT related issue not connected with the previous location which meant we were able to deal with matters before they became a problem. We are grateful to Spook Support for their assistance".*

Saturday 16th May 03.00 City Council - Midlands (Water Ingress)

The Incident: Spook's EMS is installed in multiple locations across the Council's campus and is monitored from the central Computer Room Operations. A high temperature alarm was recorded in the early hours and the Spook Support team called to offer advice and guidance.

***The client commented:** "Spook alerted us to a problem with our air conditioning units in the Civic Centre IT room in the early hours of Saturday morning. We were able to call maintenance engineers to deal with the air con faults and for us to take remedial action swiftly. We rely on Spook installed in multiple server rooms across the campus and for Spook Support to call us to offer advice at the time of an alert".*

Sunday 17th May 02:39 District Council - Home Counties (Water Ingress)

The Incident: Spook alerted the client to a water ingress issue in the early hours. As usual the Spook Support team were also informed and called to ensure that the client was aware of the situation.

***The client commented:** "Spook alerted us to a water related issue in the early hours of Sunday Morning. We were able to investigate matters and found that there was water ingress from another part of the building but this was picked up on the Spook installation of our IT room. We were able to deal with the source of the alert and to ensure our IT infrastructure was sound. We are pleased Spook Support contacted us so we could deal with this over the weekend rather than waiting to face the issue during the working week".*

Sunday 17th May 04:41 Heartwood Wealth Management – Kent (Water Ingress)

The Incident: Spook's EMS alerted the client and the Spook Support team to a server room water ingress issue. The client was contacted by the Spook Support team and upon attending site found that water was seeping into the server room floor void from the adjoining kitchen. Further investigation revealed the problem to be a leaking mains pump pipe. No one was due back into the office until Monday morning, some 28 hours later.

***The client commented:** "Just to let you know that we had a water machine dumping out water from its discharge pipe! Not pretty but I have managed to now stop it and cleared up the excess water. Shows how valuable Spook is to us. These things never take place at sociable hours! Many thanks"*

Sunday 17th May 11.11 A leading UK based Outsourcing Company – South West England (Water Ingress)

The Incident: Spook's EMS alerted the client and the Spook Support team to a server room water ingress issue in a remote data centre being monitored by the centralised Spook service in the Kent based 24/7 Operations Department.

***The client commented:** "We received a water alarm for one of our remotely managed data centres. We were able to identify an issue with one of the air conditioning units and to keep a watchful eye on matters. Spook is installed in a number of our locations around the UK and managed from our 24/7 dedicated bridge room operations in Kent. We refer to the Weekly Audit Reports to spot trends and to review incidents". Spook is now our chosen standard in EMS throughout the group".*

Sunday 17th May 12.01 Formica Europe - North East England (Water Ingress)

The Incident: Spook's EMS alerted the client and the Spook Support team to a server room water ingress issue. Water was being discharged from the factory area near to the server room. Water was leaking from the adjacent location to the periphery of the server room under the false floor.

***The client commented:** "Spook Support telephoned our 24 hour security desk to let them know we had a water alarm on Sunday morning. Water had been detected from the factory area adjacent to the IT room. We were able to identify the issue and to ensure it did not impact the IT area. Spook Support called again during our call out to offer support. We are pleased we installed Spook to monitor the environment of our computer room".*

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