



CASE STUDY

How a True IT Partnership Weathered the Indiana Tornadoes

In early April 2025, a series of severe tornadoes swept through the greater Indianapolis area, knocking out power, internet, and essential business operations across much of the region. While many businesses were caught off guard, clients of Toucan Technology Group weathered the disruption with minimal downtime thanks to Toucan's proactive disaster recovery planning and always-on support.

Although Toucan's own office narrowly missed physical damage—with a department store just a mile away hit directly—the storm's impact was widespread

across their client base. Yet, thanks to their managed services structure and **quarterly-tested Business Continuity and Disaster Recovery (BCDR) protocols**, Toucan's customers knew their phone, internet, and computer restoration time as soon they woke the next morning.

THE CHALLENGE:

No Power, No Internet, No Communication

With up to 80% of client sites affected, most businesses were facing major service interruptions as the storms rolled through. Many clients were unreachable during the worst of it, unable to assess damage or request support.

"We couldn't get ahold of anyone," said Drew Callard, president of Toucan Technology Group. "But that's exactly why we have recovery plans in place that we test quarterly and can act on remotely, all without needing a request from the client."

Toucan's disaster recovery strategy enables activation of failover environments without impacting live systems. This means clients can be brought back online even if their primary environment has been destroyed—all without introducing risk.



"That's the benefit of having Toucan as a Managed IT Services partner. When you're under contract with us and disaster strikes, we're up at 4 am working on the problem before you even know there is one."

- DREW CALLARD, PRESIDENT,
TOUCAN TECHNOLOGY GROUP

THE RESPONSE:

Proactive Action Built on Planning

Rather than wait for requests, Toucan's team sprang into action behind the scenes—verifying service provider timelines, preparing failover systems, and ensuring everything was in place for recovery. They even had the latest estimated phone and internet restoration times.

Clients didn't need to lift a finger. Toucan had already assessed, prepped, and was ready with the answers before the calls even came in.



THE RESULTS:

Zero Data Loss, Maximum Readiness

- Recovery environments were staged and ready, ensuring clients could be restored quickly, if needed.
- ISP timelines and outage details were confirmed early, enabling Toucan to guide clients the moment they reached out.
- Quarterly-tested disaster recovery plans proved reliable, needing no last-minute adjustments.
- Clients remained protected—even if they never realized a response was already underway.

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“Most of our clients didn’t even know what we did for them that day. But that’s the point. Their business stayed ready even if they didn’t need to activate recovery mode. Even if they had lost their entire building, we could have had their systems up and ready to continue operations from a new location.”

TAKEAWAY:

Disaster Recovery Is the Service You Hope to Never Need—Until You Do

This real-world event demonstrated the importance of building preparedness into every layer of service—not just planning ahead, but regularly testing and acting decisively when the moment comes.

Toucan’s managed IT services clients didn’t have to wonder if their data was safe or when help would arrive. Their IT partner was already working the problem before they even picked up the phone.

Is your business prepared for the unexpected?

Toucan offers **quarterly-tested BCDR planning** as part of its comprehensive Managed IT Services. Contact us for a **free on-site evaluation** and find out how we can help protect your business—before disaster strikes.

