Helping a Recycling Company Recover After a Devastating Facility Fire

Changing IT providers is rarely simple. But imagine doing it after a devastating facility fire while trying to keep operations moving.

By Ashton Solutions

Ashton Solutions, based in Cleveland, Ohio, brings efficiency and peace of mind to IT and helps clients leverage technology for lasting business results. Find out more at ashtonsolutions.com.

The Challenge

Changing IT providers is rarely simple. There are systems to evaluate, documentation to review, equipment to inventory, and relationships to establish. It takes planning, communication, and trust from everyone involved.

Now imagine doing all of that while recovering from a facility fire. A regional recycling company was in the process of transitioning to Ashton Solutions when disaster struck. A fire severely impacted its operations, forcing the organization to focus not only on an IT transition but also on the much larger challenge of keeping the business running.

Leaders were suddenly dealing with questions no organization wants to face. How can employees continue working? Where will operations move? What technology is still available? How quickly can people get connected again? At a time when uncertainty was already high, the company needed more than technical support. It needed a partner willing to step in and help navigate an unfolding crisis.

The Solution

Although Ashton had not yet officially assumed responsibility for the environment, our team immediately began helping the organization work through the recovery process. Rather than approaching the situation as a technology project, we focused on the bigger objective: helping people get back to work.

We provided guidance as the company established temporary operations, assisted with equipment and connectivity needs, and helped employees regain access to the tools and resources they needed to remain productive. Throughout the transition, our team worked alongside company leadership to remove obstacles and keep recovery efforts moving forward.

Most IT transitions follow a predictable path. This one didn't. Before the transition was even complete, a facility fire put recovery efforts into motion and created urgent technology, communications, and operational challenges. The situation became an unexpected test of the new relationship, and an opportunity for Ashton to demonstrate what true partnership looks like during a crisis.

The goal was simple: make sure technology wasn't another problem they had to solve.

The Results

Recovering from a facility fire is never easy, but with the right support, the organization was able to continue operating while longer-term recovery plans took shape. Employees regained access to critical systems, temporary operations were established, and business disruption was minimized during an already difficult period. Just as importantly, the company gained confidence that it had a technology partner willing to step in when it mattered most.

When Disaster Doesn't Wait

Business continuity is often discussed in terms of backups, servers, and recovery plans. While those things matter, real-world disasters are ultimately about people. They are about employees trying to serve customers, leaders making difficult decisions, and organizations working to regain stability under extraordinary circumstances.

When this recycling company faced one of the most challenging moments in its history, Ashton helped provide the guidance, technology resources, and support needed to keep moving forward.

Because sometimes the most important role an IT partner can play isn't keeping systems running. It's helping people recover when everything else has been disrupted.

Ashton SOLUTIONS

Let's discuss your unique needs and how Ashton Solutions can help create value. Contact us at 216.397.4080 or sales@ashtonsolutions.com

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Ashton Solutions | 23625 Commerce Park | Beachwood OH 44122 | 216.397.4080 | ashtonsolutions.com