

BACK ONLINE IN UNDER 24 HOURS.

HOW MYCRECLOUD RESTORED A MAJOR CONTRACTOR'S OPERATIONS AFTER A WEATHER EMERGENCY — AND BUILT A STRONGER FOUNDATION IN THE PROCESS

CLIENT Regional Commercial Contractor | **INDUSTRY** Commercial Construction | **PLATFORM** Sage 100 Contractor

STATUS
✓ Fully Operational

WHEN DISASTER STRUCK, MYCRECLOUD ANSWERED IN HOURS — NOT DAYS.

A Florida contractor's on-premise server was flooded during a tropical storm. myCREcloud had them back in the cloud and fully operational by the next morning.

EXECUTIVE SUMMARY

A well-established Florida commercial contractor with over four decades of operations had been evaluating a move to cloud hosting for their **Sage 100 Contractor** environment. When Tropical Storm Debby caused unexpected flooding and took down their on-premise server, that decision was made for them — fast. **myCREcloud** mobilized immediately, collaborating with the client's team and local IT provider to deploy a full hosted cloud environment, restore data, and get all five Sage users back online **within 24 hours**. What began as a crisis became the catalyst for a more resilient, flexible, and future-ready operation.

01 BACKGROUND

Before the storm, this contractor was already on a path toward modernization. With more than 12,000 completed projects across theme parks, airports, municipal facilities, and large-scale developments, operational reliability is non-negotiable. Their leadership had been actively evaluating cloud options with these goals in mind:

- Strengthen business continuity and disaster recovery
- Increase system uptime and remote accessibility
- Replace aging on-premise hardware with resilient infrastructure
- Ensure robust, automated backup protection
- Support a flexible, mobile workforce across job sites

02 THE CHALLENGE

In early August 2024, **Tropical Storm Debby** brought heavy rain and flooding across sections of Florida. The contractor's on-premise server environment was hit by water intrusion, cutting off access to Sage 100 Contractor and all related project and billing data.

Their internal team and local IT provider acted quickly to assess the damage and secure available backups. But the path forward was clear: they needed a cloud environment — and they needed it now. They called myCREcloud.

03 HOW MYCRECLOUD DELIVERED

myCREcloud immediately aligned with the client's leadership and local IT team to initiate a same-day cloud deployment. Within hours, three critical workstreams were completed in parallel:

1 CLOUD ENVIRONMENT DEPLOYMENT

- Provisioned a new dedicated virtual server
- Installed and configured the operating system
- Prepared and optimized the environment for Sage 100 Contractor

2 SECURITY & USER CONFIGURATION

- Set up user profiles for all five primary Sage users
- Implemented security policies and access controls
- Established multi-layered backup and retention schedules

3 DATA RECOVERY & VALIDATION

- Restored the client's most recent backup to the cloud
- Verified full data integrity across all records
- Tested Sage 100 Contractor functionality end-to-end before go-live

<24 HOURS TO FULL CLOUD OPERATION

From the initial call to all five users back online — projects, billing, and operations running without interruption.

04 THE RESULTS

- ✓ **Enhanced Reliability & Uptime**
Consistent cloud performance for all Sage 100 Contractor users — no more single points of failure tied to physical hardware.
- ✓ **Streamlined IT Management**
Simplified system maintenance with myCREcloud managing infrastructure, freeing internal resources for core operations.
- ✓ **Secure, Redundant Backups**
Automated cloud-based backups running on retention schedules — protection from weather events and any future unexpected disruption.
- ✓ **Anywhere Access for the Field**
Project managers and office staff can now securely access Sage from any location — a major operational upgrade for a multi-site contractor.
- ✓ **Storm-Season Confidence**
With critical systems in the cloud, leadership can focus on projects and clients — not worrying about what's sitting on a physical server in Florida.

05 IN THEIR WORDS

"Our priority was ensuring that our team could stay productive and that our projects could continue moving forward. myCREcloud worked closely with us to restore our systems quickly and transition us into a more resilient, cloud-based environment. We now have the confidence and stability we need, especially during Florida's storm season."

VICE PRESIDENT & COO — REGIONAL COMMERCIAL CONTRACTOR, FLORIDA

06 THE TAKEAWAY

THE MYCRECLOUD DIFFERENCE

A CRISIS BECAME A CATALYST FOR LONG-TERM RESILIENCE.

When this contractor needed help most, myCREcloud didn't just restore their systems — we built them something better. From same-day deployment to ongoing managed hosting, backup protection, and cloud access for every user, myCREcloud turned an emergency into a permanent upgrade. That's what a true cloud partner does.

CASE DETAILS

CLIENT TYPE
Commercial Contractor

LOCATION
Florida

INDUSTRY
Commercial Construction

TRIGGER EVENT
Tropical Storm / Flooding

PLATFORM
Sage 100 Contractor

MIGRATION TIME
< 24 Hours

OUTCOME
Fully Operational ✓

SERVICES PROVIDED

- ▶ myCREcloud Hosting for Sage 100 Contractor
- ▶ Managed Cloud Environment
- ▶ Backup & Disaster Recovery
- ▶ User & Security Configuration
- ▶ Data Migration & Validation

BY THE NUMBERS

24hrs

FROM CALL TO FULLY LIVE IN CLOUD

5

SAGE USERS RESTORED & CONFIGURED

40+

YEARS OF CLIENT OPERATIONS PROTECTED

DON'T WAIT FOR A STORM TO MOVE TO THE CLOUD.

myCREcloud specializes in fast, reliable cloud hosting for Sage — built for contractors.

TALK TO OUR TEAM →