

FORTRA



WHITE PAPER (Globalscape)

3 Ways System Downtime Affects You & 4 Methods to Minimize It



Introduction

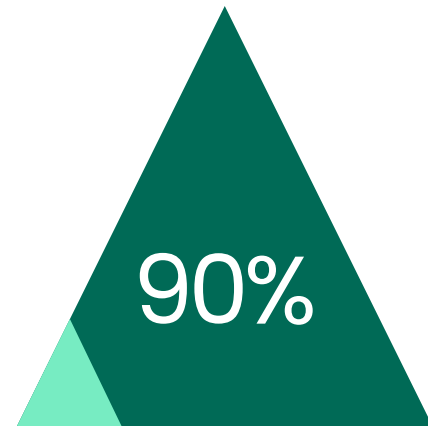
Downtime happens. Every organization experiences it with today's unpredictable IT environments. However, the frequency of downtime, and the duration that critical systems are unavailable has become far too acceptable to organizations these days.

[A recent Globalscape survey](#) of 283 IT professionals and end users found that nearly 90 percent of organizations have unexpectedly lost access to critical systems, and nearly a third deal with downtime issues every month.

A Dun & Bradstreet study found that nearly 60 percent of Fortune 500 companies experience a minimum of 1.6 hours of downtime every week.

But more alarming than the frequency of downtime is the devastating effect it has on businesses, customers, and employees.

This report addresses the core areas where downtime hits organizations hardest, and outlines four immediate and actionable steps IT executives need to take to improve the availability of their mission-critical systems.



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Three Ways Downtime Cripples Companies

1. The Bottom Line

When core systems are unavailable, productivity suffers. And while lost files or the inability to send email may not have an “assigned” value, per se—organizations lose money every minute a core system is unavailable.

Globalscape found that, of the enterprise employees who estimated the financial cost of downtime on their organization, 60 percent said that a single hour without critical systems costs their company between \$250,000 and \$500,000—and one in six reported that one hour of downtime can cost \$1 million or more.

While it’s difficult to calculate the exact cost of lost productivity caused by downtime, one thing is certain: the more senior the employee, the greater the financial loss. Of the executive-level employees recently surveyed by Globalscape, 100 percent have experienced downtime, and 56 percent said it happens at least once a month. That translates into big bucks for businesses.

2. Data Loss

When critical systems unexpectedly go down, the risk of losing important information and communication increases.

Nearly half of all employees surveyed said they’ve lost important data and emails when core systems have gone down. The issue is even worse among mid-sized companies: 62 percent of employees surveyed said they’ve lost data as a result of downtime. And, perhaps surprisingly, senior-level executives appear to be the hardest hit. Of those surveyed, 75 percent said unexpected downtime has caused them to lose important communications and data.

Depending on the type and amount of data lost, the effects can be crippling, affecting everything from sales and customer service to compliance, security, and productivity.

3. Security And Compliance

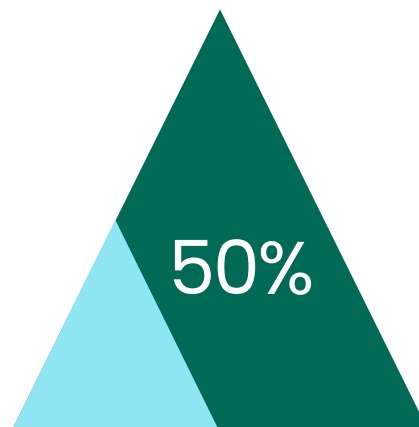
More than 50 percent of IT professionals said their workforce has been unable to send or receive critical and timely files due to system availability issues. Not only is this frustrating for end users, according to 76 percent of IT execs recently surveyed, but it’s dangerous, considering the information-sharing behavior of today’s employees.

According to the recent report, *Dangerous File Sharing Practices Put Sensitive Corporate Data at Risk*, when internal technology comes up short, employees regularly turn to consumer-grade tools to send and access confidential information:

63 percent of employees have used remote storage devices, like USB drives, to transfer confidential work files

45 percent of employees have used consumer sites like Dropbox and Box.net to share sensitive business information

30 percent of employees have used cloud storage services for work-related files



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Make Business Flow Brilliantly

Globalscape, Inc. (NYSE MKT: GSB) is a pioneer in securing and automating the movement and integration of data seamlessly in, around and outside your business, between applications, people and places, in and out of the cloud.

Globalscape provides cloud services that automate your work, secure your data and integrate your applications – while giving visibility to those who need it. Globalscape makes business flow brilliantly. For more information, visit www.globalscape.com or follow the blog and Twitter updates.

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