

Business Internet & Network Outage

The Situation

It's Monday morning and employees arrive to find that they can't access the internet.

Email isn't working. Cloud applications aren't connecting. Shared resources are unavailable.

For a small business, every minute offline can mean lost productivity and frustrated customers.

The Challenge

The business needs to determine whether the problem is:

- The internet service
- The modem or router
- The internal network
- Wi-Fi
- DNS or DHCP
- A firewall or configuration issue
- A problem affecting a specific device or user

Calling the internet provider alone may not identify the real problem.

The Reconnect IT Approach

Reconnect IT works systematically through the environment to identify where the failure is occurring.

We can:

1. Establish the scope

Determine whether the outage affects one employee, a department or the entire business.

2. Diagnose the network

Check connectivity, network equipment, IP addressing, DNS, DHCP and Wi-Fi.

3. Identify the point of failure

Determine whether the issue is internal or related to the ISP.

4. Restore connectivity

Work through the appropriate repair or configuration changes to get the business operational again.

5. Prevent repeat outages

Document the issue and recommend improvements where appropriate.

The Result

The goal is simple:

Get the business back online as quickly as possible.

Once connectivity is restored, Reconnect IT can also identify underlying weaknesses that could cause another outage.

Key Takeaways

- Network issue identified
- Root cause isolated
- Connectivity restored
- Business disruption minimized
- Network configuration reviewed
- Preventative recommendations provided

The Bottom Line

Your business depends on its network.

When the internet goes down, **you shouldn't have to figure it out yourself.**

Need IT help? Reconnect IT can help get you back online.