

# Lewis & Raulerson Enhances Business Resilience with 11:11 Systems

## LEWIS & Raulerson, INC.

### Challenges:

- Managing on-premises backup and recovery system that is vulnerable to natural disasters.
- Ensuring business continuity during hurricanes or other severe weather events.
- Mitigating risks of data loss with limited IT resources and staff.
- Securing enterprise resource planning (ERP) data in case of hardware failure or data center damage.
- Providing seamless user access to critical systems during a disaster.

### Solution:

- 11:11 Cloud Backup for Veeam Cloud Connect
- 11:11 DRaaS for Veeam
- 11:11 Cloud Backup for Microsoft 365

### Benefits:

- Reduce downtime with quick failover access during potential disasters.
- Gain peace of mind with secure offsite backups and disaster recovery planning.
- Ease management demands with a user-friendly and reliable infrastructure.
- Ensure critical business processes can proceed during emergencies.
- Build confidence in IT systems with robust data protection and recovery.

### Profile:

- Industry: Wholesale Petroleum Distribution
- Size: SMB

### Client Profile

[Lewis & Raulerson, Inc.](#), founded in 1938, is a wholesale distributor of petroleum products, distillates, and lubricants headquartered in Waycross, Georgia. Today, it operates a family of five subsidiaries, supplying the industry's top light product brands—including BP, Chevron, Citgo, Exxon Mobil, Marathon, Shell, Sunoco, and Texaco—to over 250 dealers in four states. Over the last decade, Lewis & Raulerson has grown into one of the premier petroleum distributors in the Southeast U.S., selling nearly 200 million gallons per year. For more information, please visit [lewisandraulerson.com](#).

### Understanding Lewis & Raulerson's Infrastructure Challenges

In business for nearly 90 years, Lewis & Raulerson, Inc. is one of the premier petroleum distributors in the Southeast. Between its five subsidiaries, the company owns and operates dozens of locations, while also supplying light products to 250 dealers in four states. Since 1984, Lewis & Raulerson's volume has grown from two to 200 million gallons per year.

Of course, more business means more data—and data, much like petroleum before it, is fast becoming one of our most valuable commodities. That is why data loss and downtime can be so harmful to modern businesses, leading to lost revenue, productivity, and customer satisfaction. In fact, outages cost businesses over \$400 billion in revenue each year.

As IT Systems Engineer, Chris Tolbert is the lone person standing between Lewis & Raulerson and the potentially devastating consequences associated with downtime. It is his responsibility, among many other things, to ensure the company and all its precious data remains secure and available, 24x7x365. That's no small task, especially as the company continues to grow and diversify alongside an ever-evolving IT landscape.

When Tolbert began working for Lewis & Raulerson back in 2020, the company relied upon on-premises backup and recovery solutions that replicated to a colocation facility only about 30 miles from the company's primary data center. However, Tolbert quickly recognized the risks associated with such a strategy.



In the event of a regional disaster, like a flood or power outage, the company would be vulnerable to downtime. Making matters worse, Lewis & Raulerson is headquartered in Waycross, Georgia—an area commonly affected by hurricanes.

“I’ve been in IT for over 20 years and it’s part of my backup and recovery strategy to ensure all our bases are covered. You want backups on-prem, you want backups in the cloud, and then you want a disaster recovery solution,” said Tolbert. “We live in an area that is typically in the path of hurricanes. If something ever happened to our data center, we needed a solution that would allow our users to retain access to our ERP system and keep the business running.”

---

“Just knowing that we have backups and a disaster recovery environment in place, should anything go wrong, is worth it to me. Being in IT for 20 years, you can’t help but hear the horror stories—something bad happens and you’re at the office for a week on no sleep, trying to get everything back up and running. No one wants that. Knowing that we can get our data back up and running as soon as possible with 11:11 Systems is a huge weight off my shoulders. It gives me some much-needed peace of mind.”

Chris Tolbert, IT Systems Engineer at Lewis & Raulerson, Inc.

---

### A Partnership Built on Modernization and Trust

It was clear: Lewis & Raulerson needed a more resilient backup and disaster recovery strategy—one that could not only ensure data safety and security, but also allow employees to resume day-to-day operations with minimal disruption in the event of a disaster. Tolbert needed peace of mind.


These realities set the stage for a partnership between Lewis & Raulerson and 11:11 Systems, a managed infrastructure solutions provider well-known for bringing together decades of experience, expertise, and excellence in data protection and disaster recovery.

“As we reviewed our options, 11:11 Systems quickly rose to the top,” said Tolbert. “Its offerings were far more mature and robust, especially when it came to disaster recovery. 11:11 was able to meet all our needs.”

After undertaking a rigorous market assessment, which

included other cloud backup vendors, Tolbert ultimately to partner with 11:11 and its comprehensive suite of solutions. With 11:11 Disaster Recovery as a Service (DRaaS) for Veeam, 11:11 Cloud Backup for Veeam Cloud Connect, and 11:11 Cloud Backup for Microsoft 365, Tolbert can rest assured that Lewis & Raulerson’s mission-critical applications will remain continuously available and secure.

“Just knowing that we have backups and a disaster recovery environment in place should anything go wrong is worth it to me. Being in IT for 20 years, you can’t help but hear the horror stories—something bad happens and you’re at the office for a week on no sleep, trying to get everything back up and running. No one wants that,” said Tolbert. “Knowing that we can get our data back up and running as soon as possible with 11:11 Systems is a huge weight off my shoulders. It gives me some much-needed peace of mind.”



Given the company's limited IT staff, ease of management was also a crucial, deciding factor for Tolbert. The benefit of increased visibility via the award-winning 11:11 Cloud Console—which offers the ability to easily monitor and manage workloads—was key to simplifying backup and DR oversight. Plus, being able to lean on 11:11's world-class account management, support, and compliance teams made long-term DR planning and governance far less complicated.

"I wanted a solution that was easy to manage," said Tolbert. "We're a small shop and if something were to happen, my responsibility and my focus needs to be on getting the data center back up and running. So, I wanted a solution where it would be easy for users to connect into the DRaaS environment and get to work with as little input from me as possible. 11:11 delivers just that."

### Building Resilience and Delivering Peace of Mind

Tolbert and Lewis & Raulerson have, thankfully, yet to face a true disaster event. But recently, they did experience a very, very close call.

In September 2024, Hurricane Helene barreled through Georgia, downing thousands of trees, damaging thousands more power poles, and grounding nearly 1,000 miles of power lines. The storm left more than a million Georgians without electricity and caused an estimated \$78.7 billion in total damages.

All told, Helene was the deadliest hurricane to hit the U.S. since Katrina in 2005 and the most destructive Georgia has seen in well over a century.

"Despite being at risk of hurricanes, we've never actually had a major hit until Helene," said Tolbert. "Thankfully we didn't lose power. We had generators powering our headquarters and the building held out, so we didn't face any water damage. In the end, we were fortunate, but obviously it was a very scary scenario."

Ultimately, Tolbert did not have to perform a failover to keep Lewis & Raulerson running in the aftermath of Helene. But he could have. And that, he says, is exactly the point. That's why he wanted to partner with 11:11 Systems in the first place.

"That's a huge reason why I wanted to design our strategy the way I did. It's a huge reason why I felt so confident choosing 11:11 Systems—for that peace of mind," said Tolbert. "In the middle of a disaster, I don't want our executives looking at their watches, counting the minutes as I try to get the business back up and running."

Looking ahead, Tolbert feels confident in Lewis & Raulerson's ability to weather challenges and potential threats, whether they're caused by mother nature or human nature. With 11:11 Systems as a trusted IT partner, he knows the business will remain protected and operational, prepared for whatever the future holds.

"11:11 is more than just a service provider—they're a partner in the truest sense," said Tolbert."

---

## THE RESILIENT CLOUD PLATFORM



MODERNISE



PROTECT



MANAGE