AT THE READY: UP AND RUNNING
ACTS QUICKLY
TO PROVIDE EMERGENCY ASSISTANCE

Overview

AccuQuilt is a leading provider of fabric cutters that offer ease and precision to quilters and the crafting industry worldwide.

Its fabric cutting systems yield accurate fabric shapes, creating less waste material while saving time for quilters. AccuQuilt's products also help accommodate quilters with a variety of physical challenges. The company highly values its customer base, so when an issue occurred with its online platform, a quick resolution was needed to ensure an optimal end-user experience.

Happy to help a long-term client

Up and Running quickly deployed its Magento team to address the problem beyond regular business hours.

Up and Running (UAR) received an urgent request from AccuQuilt on a Thursday to assist with retrieving customer records from the Magento administration tool, noting that a technical systems malfunction caused the removal of more than 11,000 customer records. The last backup of the system was completed that morning, meaning that all new customers, orders, and updates made after the backup had not been saved.

Losing vital data and nursing a technological wound over the weekend risked significantly affecting AccuQuilt's sales and overall business. To prevent the site and its services from being down for an entire weekend, Up and Running quickly deployed its Magento team to address the problem beyond regular business hours. The UAR team worked around the clock to ensure that AccuQuilt would be able to continue business as usual as fast as possible.

The work began Friday and the issue was then fully resolved within twenty-four hours, and the work was pushed to live to a maintenance mode where it was updated, tested, and approved by AccuQuilt's e-commerce manager, Jason Mussack, and its president, Greg Gaggini.

What was the problem exactly?

▸ More than 11,000 customer records were removed from the Magento administration tool, meaning that many references that link customers to orders, store credit points, activity, carts, and other active areas were also lost. All these links needed to be re-established in addition to the customer records that were removed.

▸ The issue was caused by delicate database changes, requiring piece-by-piece manual restoration instead of restoring the system automatically.

How did Up and Running address the problem?

▸ **By being responsive:**
On short notice, Up and Running put a Magento-specialized team on the task full-time over the weekend to address the issue.

▸ **By being swift and flexible:**
Up and Running resolved the issue quickly, working directly with AccuQuilt's e-commerce manager and president to formulate a plan, get approval on that plan, and execute it.

▸ **By utilizing its skills:**
Up and Running's experts identified all Magento and third-party module items that were affected, as well as all customer records that were removed based on logic and a backup versus live data, and built a script that identified and restored each customer's information. The team then proceeded to rebuild the links to all the orders, rewards points, and reviews for each customer record by directly adapting the SQL.

Since the implementation of the solution, AccuQuilt has experienced no further issues and returned to normal operations. The UAR team takes pride in being able to resolve such issues quickly through careful planning, solid testing and validation, and a well-built approach. More importantly, though, it's happy to have helped a long-term client gain some peace of mind, knowing that UAR is a partner who values its client's business as its own.

About Up and Running

We partner with clients to solve important technical problems by building, implementing, and servicing complex software solutions for customers of any size in any industry.

Started in 1995 while founder Pete Hanson was a sophomore in high school, Up and Running Software began as a technical services firm and evolved into a developer of custom software solutions. Customer happiness and open communication have been the focus since day one, plain and simple, resulting in long-term relationships with any type of client, from non-profits to startups to the Fortune 10. Thanks to this mindset, Up and Running is fortunate to have served an impressive array of clients, including giants such as General Electric (GE), Henry Schein, Sanofi, and Hearst, as well as venture-backed startups at every phase, from formation to growth.

Its over two decades of custom software development, legacy system support, and migrations drive the engines of solutions that thousands of businesses and millions of people rely on daily. That experience has resulted in hands-on depth in most software development stacks, from the command line systems in the back office to ones that gracefully handle any screen size worldwide. A commitment to QA and process improvement drives scalable results, producing long-term software assets with high ROI. Up and Running's work passes FDA & DEA audits, rolls up global treasury data, manages nuclear assets and railroads, delivers vaccines, and enables neuroscientists and researchers.

Contact Up and Running:
solutions@upandrunningsoftware.com
Phone: +1, 888-447-9273
Let us know your preference, and we'll connect you with either a technical architect directly or a non-technical sales representative.