

Case Study: Atlas Technology

Situational Background

Originally retained to devise a mobile time management solution, it quickly became apparent after our initial IT analysis that there were a host of problems which were negatively impacting employee productivity and needed to be addressed quickly. Chief among these were slow network performance caused primarily by frequent server problems. Many of the servers were barely functioning. As a result, they required mid-day reboots that impacted business productivity upwards of an hour a day. They were creating critical network backups that were unlikely to work in the case of an emergency due to their age and configuration. The email system in force was completely unsuitable for a professional business environment. In the event of a failure, most of the sensitive corporate communications would have been lost forever.

Overview

Atlas Technologies is an industrial production support company that designs, manufactures and services equipment used in the industrial manufacturing environment. Comprised of 35 users, their IT environment includes: Microsoft Office, AutoCAD, Rockwell Software and other design and controls related applications.

Solution

Previously, several competitors presented proposals upwards of \$100,000 to implement their solutions which would be completely outside of their budgetary allocation. After completing our free comprehensive IT Analysis, we provided a report detailing the areas of concern and our proposed solutions. Utilizing the Hardware As A Service (HAAS) model, we began by providing 2 new servers to host a virtual environment. With the new servers in place, the first step towards cleaning up the network infrastructure was removing a very old network management server which was causing multiple problems. This new environment was used to create a new virtual host and to host several new virtual servers including a file server and application servers. The design environment incorporated a redundancy in the server hardware which could be used to quickly migrate to the other server should something go wrong. Several months after implementing this solution, a problem did arise with the file server. Our solution allowed the entire network data pool to be migrated to the redundant server. As a result, they were back up and running in a matter of hours, as opposed to days or possibly weeks without our safeguards. We then addressed the failing email system. Rather than investing in an onsite hardware and Exchange solution, the decision was made to utilize a cloud-based email system. The benefits of this were scalable costs based on a monthly user count rather than an initial large expenditure for hardware and software. Additional benefits were the ability to host all user mail archives eliminating the local email archives and the inherent data security issues of such a solution.



Outcomes

These implementations resulted in a rock-solid stable environment with backup redundancy. In turn, user productivity increased by eliminating network bottlenecks and distractions. Atlas's decision to utilize our monthly business model provided all of this within budget with a known monthly fixed cost, as opposed to large upfront expenditures that were presented by other IT solution providers.

Summary:

By utilizing our monthly business model, Atlas was provided with an affordable alternative to implement desperately need infrastructure upgrades with a budget friendly payment structure. The all-inclusive monthly support contract includes desktop, server and network support, virus protection, server hardware and offsite backup. This also included the email upgrade project as well. The benefit to Atlas was a fixed monthly cost that allowed the CFO to accurately budget for IT which in turn made it easier to plan for additional hardware needs like new laptops and software. The final benefit came from being an offsite cloud solution: email is available anywhere from any machine and because it is stored in the cloud, all email is automatically backed up for every user so sensitive corporate communications are never in jeopardy at any time, regardless of the state of their hard drives.