

## **Overview**

Midwest Analytical Services, Inc. (MWA) is a Michigan based company that provides professional testing services in an atmosphere of mutual trust and openness with like-minded corporations with an emphasis on providing clear and accurate analytical data in a timely manner. For over 20 years, Midwest Analytical Services has provided its customers with the finest water, soil and material testing services, 24/7, often in crisis mode.

MWA is known for testing wastewater, groundwater, wipes, hazardous waste, sludge, polymers, resins, asbestos- any contaminated soil or air. They're experts in helping companies comply with environmental regulations, offering experimental design, research and development, as well as a variety of testing services reinforced by a rigid quality assurance program. Their results are valid and permissible in a court of law.

## **Background**

Initially, we were asked to assess MWA's computing infrastructure in 2007 and make recommendations for network improvements. Their computing environment suffered from stability and latency issues. Their on-site server was aging and inadequate for their needs. Many of the desktop computers were running non supported versions of Windows software including Win 95 and Windows 2000.

The two primary pain points focused around increasing employee productivity and designing a new network that would feature mobility, scalability, and remote access to accommodate future business growth in multiple locations.

## **Project**

KTS designed a custom Private Virtual Cloud at their datacenter in Michigan. The technology consisted of 100% Server virtualization based on Citrix XenApp. MWA's mission critical, custom software was test deployed and validated to function properly in the new environment.

Upon completion of the proof of concept, the existing MWA computers were formatted and repurposed to function solely as Thin Clients. This new design eliminated the need for a file server and client software, which they previously needed. E-mail was migrated to our hosted Microsoft Exchange mail system.

## **Outcome**

KTS has been working with MWA for over 5 years now. On-site or remote, users experience virtually no downtime, which surpassed all expectations. Software licensing is now managed on a per user basis making tracking and scalability a breeze. Utilizing our Trusted Advisor model, IT expenditures transformed into monthly expense items as opposed to capital investments.

MWA now enjoys of all of the benefits of having a qualified IT service provider. Unlimited helpdesk ticketing, fast response times to all issues, and a worry free data protection model that backs up all of their company data and private virtual servers on an hourly basis.