



DOES YOUR NETWORK NEED A

“MAKEOVER”?

By Laura Dallas Burford

The below is an example of challenges we have seen our clients struggle with who have between 5 and 25 personal computers, and how “making” over their network helped their business move forward.

Information technology is an essential tool businesses use to meet their business-critical goals.

SITUATION

Technologically, Company XYZ had "hit a wall." Its network was overloaded. The peer-to-peer network, different operating systems on servers and desktops as well as different application versions was making it hard to use and obtain information about customers.

Business volume, expanded product lines and services, and growing staff had taken a toll on the efficiency of the company and its technology infrastructure. The network was slow, email was intermittent or not available, coordinated calendaring was impossible and overall customer document sharing between employees was nonexistent. In some cases adjacent workstations could not connect to each other even through cables were installed. Managing the day to day activities was extremely challenging and required more effort to complete.

The company had a key software application that was not running effectively on the existing network and custom coding was being required to make the software support the company's business.

Additionally, as the company had added staff, they added additional personal computers to the network without changing the configuration or replacing older equipment. The result was frequent computer crashes, inability for some users to get access to programs, constant printing errors, and over-reliance on verbal and handwritten communications.

The company spent considerable cash and time reacting to technology problems almost on a daily basis.

The task of selecting the right set of products to achieve a cost-effective, easy, secure and dependable technical environment is complex.

SOLUTION

The first task is to perform an inventory to determine the current hardware, software and network connectivity. This information is used to plan the necessary changes to the infrastructure.

YOUR BUSINESS TECHNOLOGY ADVISORS

The second task is to create a stable, secure operating environment for the company. This was accomplished by implementing a new server with Windows Small Business Server 2003, and then upgrading or purchasing personal computers with Windows XP Professional. Security was enhanced and the methods used for maintaining equipment were changed from manual processes to automated ones.

All equipment was configured to work together in support of the business function.

If the right combination of software, hardware and business processes are implemented, sales increase, costs reduce, and employees and customers are satisfied.

RESULT

Microsoft Office Professional Word and Excel interfaced properly with the key company's application software. Microsoft Office Publisher is used to create professional-looking brochures, promotional coupons, and appointment cards.

Windows Small Business Server 2003 and Windows XP Professional give the company a secure, reliable platform for integrated applications, enhanced communications, file sharing, and a simple but powerful network management.

NO NETWORK PROBLEMS OCCUR

Technology dollars and time are now being used in improving support to business services and to address other strategic initiatives of the company.

OVERALL BENEFITS

A Reliable Network	Reliable Email and Internet Connectivity
Increased Security	Shared Calendar
Better Job Related Communications	Better Customer Service
Centralize Network and Personal Computer Management	

