

Case Study

OnServe Resolves I.T. Issues Effectively for Town of Deep River



The **Town of Deep River** was concerned with its overall Information Technology (I.T.) support arrangement and were looking for change.

They had been using a single outside resource for managing and maintaining their I.T. This individual was not always available when needed, and when issues could not be resolved in a timely manner, it resulted in downtime. They had been experiencing ongoing issues in receiving mail, did not know if their backups were working, and lacked good end user support.

The Situation: A Need of Upgraded Managed I.T. Services to Stop Disruptions and Improve Efficiency

Even though they had Microsoft Exchange installed, email was being hosted by their domain provider. This introduced delays in sending and receiving mail internally and added extra unnecessary costs. Their email was not synchronizing between smartphones and Exchange.

The physical age of their single mission critical server was six years old and had been out of warranty for three years. The server itself was very slow and end users were spending a lot of time waiting for resources to be available. Exchange was even going down occasionally as they were running out of space on their server. They had a quote in-house for a new server but it had never been acted upon as they did not know if it was the right choice.

The Town's CAO also identified that their data backups, which were going to two external hard drives, had been failing for months due to a hard drive failure and that no-one knew this had been occurring. They also had difficulty providing wireless access to the network and internet and had users in a separate part of their building who were not on the domain.

Overall, they knew that they had problems but did not know how to resolve them effectively.

The Resolution: An Up-to-Date I.T. Support System Allowing for Increased Performance, with Expert Support Staff Available When Needed

We performed a review of their network and were able to identify issues and make plans on how to resolve them. The network was slow because of outdated switches and the server had reached end of life and did not have the resources to serve the Town's needs.

We upgraded the switches to Gigabit speeds from 10/100 and installed a new robust server running Windows Small Business Server 2011 which includes Exchange Mail and a three year warranty. The server hardware has been upgraded to include redundant power supplies, extra RAM, and a redundant hard drive array. We also included HP Remote Management Software which enables it to be started remotely even if it has been powered off.

We installed the new server and migrated all mail files from end user machines to Exchange. We joined all end users to the new domain with a minimum of downtime, including the ones who were not on the previous domain. We added secure private and public wireless access points to the Town network so that staff with laptops and members of Council could access resources from the Council Chambers. We changed the mail records so that mail would no longer be hosted by the domain provider which helped to reduce costs but more importantly allowed mail to flow instantly from user to user instead of being delayed. We were able to synchronize mail flow between Outlook and smartphones so that inboxes appeared the same no matter where users logged in from.

We introduced and provided hardware to image the server for quick data recovery and also implemented a cloud backup solution for storing critical Town data offsite.

We installed software to automate Microsoft patching and updating of machines and configured centrally managed anti-spam and antivirus/malware software to protect their data. End users now have access to a Help Desk and staff who are available when they are needed so they no longer have to wait for support.

"Knowing that OnServe is managing our network effectively has really helped me. I can concentrate on what I'm supposed to be doing, rather than worrying about IT."

– CAO, Town of Deep River

Interested in learning more about our proactive managed I.T. services? Don't hesitate to give us a call at 877-996-6622 or send us an email at info@onserve.ca. OnServe is the leading I.T. support company for businesses across Ontario.