

CASE HISTORY: Managed Services – Network Environment

Client Profile:

- Central Oklahoma manufacturing facility, 35 users, Small Business Server 2003
- 2 Servers, 30 workstations, wireless user and guest networks, Sonicwall firewall, Trend Micro anti-SPAM and anti-virus

Managed Services Objectives:

- Ensure maximum uptime during normal business hours
- Provide alerting and reporting on server and workstation services, storage issues, and patching

Managed Services Results:

- **Uptime improved** - Managed Services has improved the overall uptime of Small Business Server and local intranet services from 95% uptime to 99.99% based upon monthly averages
- **Server availability improved** - Due to periodic power disruptions in the vicinity of this client, it was not unusual for the client to arrive onsite and the servers would be shut down... with Sempreon managed services the servers can be powered up prior to business hours
- **Exchange Performance improved** - Sempreon has provided alerts based upon developing issues with the size of the local information store, preventing automated dismount due to approaching quota size limit. Remediation steps resulted in zero user impact
- **Database Transaction Log issues resolved** - Managed Services detected problems with SQL 2000 database transaction log growth which allowed the issue to be solved without user impact
- **Detection of RAID array failures** - Managed Services has alerted based upon a failed RAID array in which a hard disk had failed – disk was replaced with no user impact
- **SPAM processing load on email services resolved** - Managed Services tracking of anti-virus performance has alerted due to incoming SPAM problems. The load which Managed Services tracked on the email server could be correlated with the anti-SPAM processing. DVITS moved anti-SPAM processing for this client offsite which reduced incoming mail volumes by well over 70%, and reduced processor utilization by over 50%, avoiding costs of over \$5000 to upgrade
- **Warranty and contract tracking** - Tracking of warranty and service contract expirations consistently prevents last minute “scrambles” to keep equipment under contract
- **Backup Performance improvements** - Due to periodic issues with tape backups, alerting on status of backups to DVITS ensured disaster recovery plan was being properly executed and was transparent to the client
- **ISP Issues solved** - Periodic ISP failures with power and routing allowed DVITS to successfully approach the provider with requests to be routed through different switching center
- **Hardware failures detected prior to user impact** - Managed Services has detected “bad blocks” on hard drives which allows DVITS to re-image and replace the affected hard drive outside of business hours