

Case Study – Fully managed IT Services for Small Business.

Company profile

Newport Sports Management Inc. is a premier hockey agency for professional hockey players. Their clients include NHL, minor league, and retired players. Their team of approximately 20 relies heavily on their IT infrastructure.

Business situation

The pace of Newport business is fast and with worldwide clients, Newport requires constant contact and availability in various methods. Access to information is vital in providing top notch support and services to their clientele. The information they have is considered private and confidential and often the only source of this information. The need for performance, stability and security was imperative. When issues arise, they need solutions quickly.

Solution

D-Tech provides fully managed IT services to Newport including all aspects of IT. The D-Tech Helpdesk Ticket system provided access to all staff anywhere they were travelling and as required. Utilizing the existing infrastructure and shortly after implementing additional hardware and IT solutions to meet the business needs were the first steps. Once the foundation was laid, additional services and solutions were put in place to address their exact needs.

Results

With the implementation of some good hardware and D-Tech's best practices, Newport has had zero downtime since D-Tech took over. They have the ability to recover lost data, and have a strong and affordable Disaster Recovery plan. Their entire IT environment is protected with multiple layers of security; from firewall, server and workstation protection for spyware, antivirus, and intrusion detection. Redundant and bonded internet was implemented to provide speeds and failover for internet, multiple servers were purchased to separate the work load and a robust backup solution was put in place to protect their data.

Products Used

Windows Server 2003/2008 | Sonicwall Firewall | Blackberry Servers | Symantec Backup Exec | AVG | Microsoft Exchange Server | Symantec Anti-Spam | Dell PowerEdge Servers |

Services Provided

Fully managed IT services | Technical Support | Server and network administration | Domain Name Management | Project Management | IT Management | Asset Management | Server monitoring | 24x7 Emergency Support | Network wiring | Hardware and software purchasing

Contact

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