



Case Study High-Tech Manufacturer

The Challenge

A 100+ person aircraft parts manufacturer, Headquartered in Brea, California, accessing 1,000+ emails per day over their LAN were enduring 30 to 60 second wait time opening those with attachments (of any size). An encumbant **IT service provider taking months to investigate the issue in an environment they had left completely undocumented.**

The Environment

6 Servers running:

- **Microsoft** Windows NT/2000
- **Microsoft** Exchange for Windows 2000
- Redhat **Linux**

The M9 Solution

Transitioned out the existing service provider within 1-month, during which time the Microsoft Exchange Server was re-built and the email problem, along with other Microsoft Outlook issues that surfaced during investigation, solved.

The problems were identified and efficiently dealt with by applying the M9 Systems logical approach to troubleshooting*.

Documented the complete IT environment server by server, including hardware and software configuration, and business function. This CD-based 150 page internal audit combined with the implementation of 4 additional servers supporting, for example, a second Microsoft Active Directory added redundancy that put the customer on the road to high-availability.

The Benefits

Efficient support based on the customers needs and schedule rather than the IT support providers resources, higher availability, and preparation for full disaster recovery.

"Worked with us the way we wanted not the way they wanted. A refreshing change from the prior IT service provider."

