Business Supplies, Inc. (BSI)

MISSION STATEMENT

Business Supplies, Inc. (BSI) strives to provides its customers with the high quality business and technology supplies, equipment, furnishing and advice need to enable our customers to maximize their business operations.

Values Statement

It is our intent to provide the highest degrees of dedication, quality and integrity, reflected in our services and our products. We are committed to building life-long partnerships with our customers and our employees. We strive to provide our products and services with a dedication to the highest degree of integrity and quality, with customer satisfaction and the development of long-term professional relationships with our customers. We value our employees that build pride and strive to creating a strong positive working environment and company spirit.

BSI is a local office supply store established in 1979 after its co-founders William Billingsley and Alexander Boscovitch met in college. Upon graduation, each earning their business degrees with honors, the duo decided to establish a local store which would sell office supplies to many of the north Atlantis companies, building a strong customer based with a high degree of customer support and satisfaction. Today, even in the face of corporate office supply giants, their dedication to serving their customers has allowed the company to grow to 5 regional stores, with a corporate headquarters serving as the central shipping and receiving hub, and a fleet of 20 delivery trucks.

Recently (in 2019) both Mr. Billingsley, Senior and Mr. Boscovitch retired from the business leaving William Billingsley II (a.k.a. Junior) in charge of the business. Junior has an MBA and a BSBA in Entrepreneurship, with a minor in IT from the Atlantis University of Technology. Junior's first order of business was to update the almost obsolete IT infrastructure and telephony systems in all stores and the corporate headquarters. His next task is to improve the information security of the corporate headquarters.
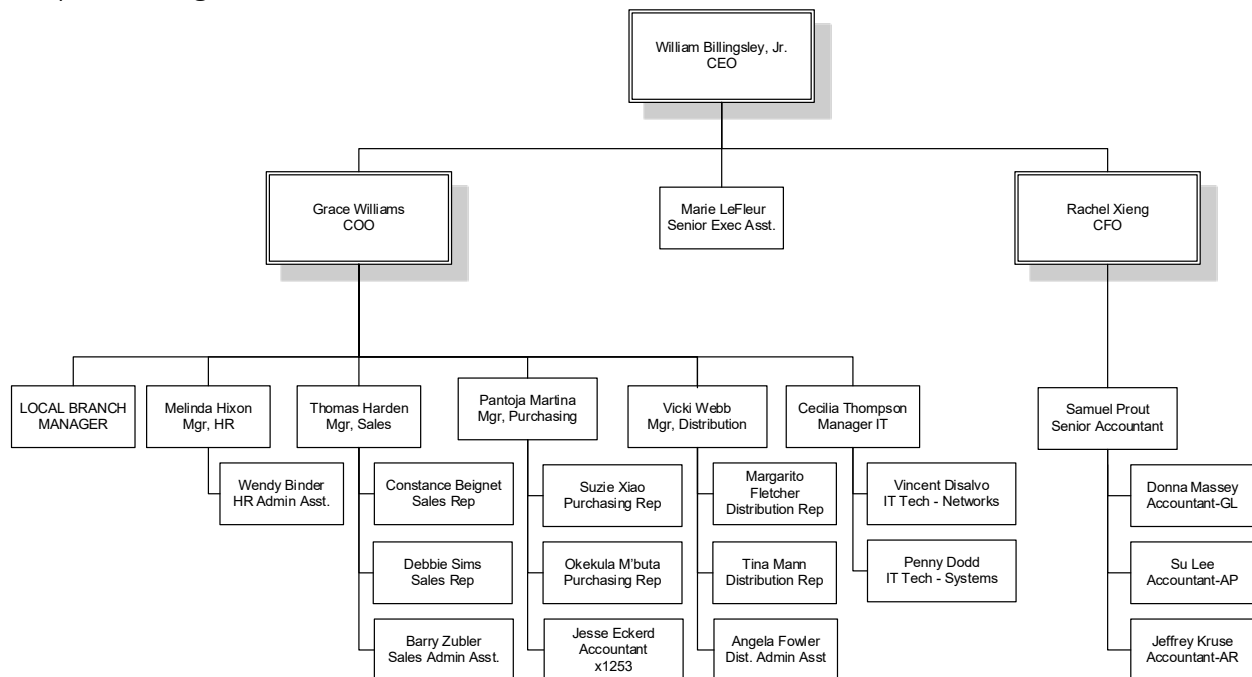
Executive Staff

The current CEO, William Billingsley, Jr. oversees all operations at corporate headquarters and all 5 regional stores. The managers of the regional stores actually report to the COO, who reports to the CEO.

The current CFO, Rachel Xieng, oversees all financial operations at corporate headquarters and all 5 regional stores. The Senior Accountant reports directly to the CFO.
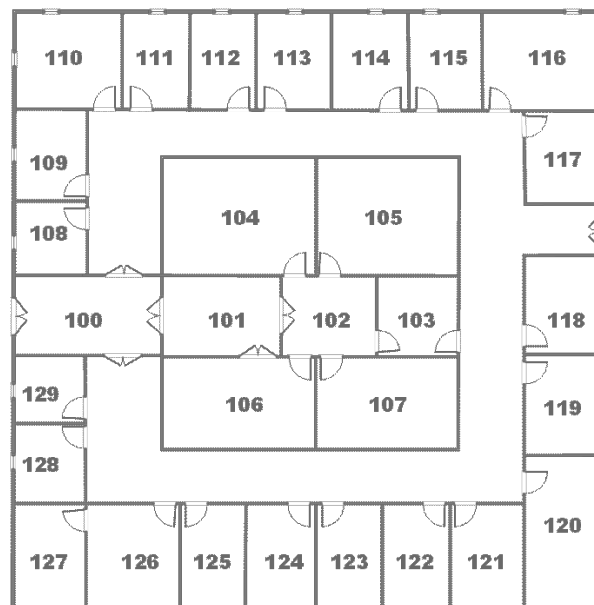
The Current COO, Grace Williams, oversees all corporate and branch operations, including sales, procurements and distribution. The managers of all 5 stores report to the COO, as does the Managers of Purchasing, Sales, Distribution, HR and IT.

Corporate Organization Chart


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                          William Billingsley, Jr.
                                  CEO

        Grace Williams          Marie LeFleur            Rachel Xieng
            COO               Senior Exec Asst.              CFO
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| LOCAL BRANCH MANAGER | Melinda Hixon Mgr, HR | Thomas Harden Mgr, Sales | Pantoja Martina Mgr, Purchasing | Vicki Webb Mgr, Distribution | Cecilia Thompson Manager IT | Samuel Prout Senior Accountant |

- Wendy Binder HR Admin Asst.
- Constance Beignet Sales Rep
- Suzie Xiao Purchasing Rep
- Margarito Fletcher Distribution Rep
- Vincent Disalvo IT Tech - Networks
- Donna Massey Accountant-GL
- Debbie Sims Sales Rep
- Okekula M'buta Purchasing Rep
- Tina Mann Distribution Rep
- Penny Dodd IT Tech - Systems
- Su Lee Accountant-AP
- Barry Zubler Sales Admin Asst.
- Jesse Eckerd Accountant x1253
- Angela Fowler Dist. Admin Asst
- Jeffrey Kruse Accountant-AR

Corporate Headquarters Physical Plant

BSI Corporate Headquarters Floor Plan

Office	Occupant
100	Foyer
101	Reception
102	Workroom
103	Executive Assistant
104	CEO
105	COO
106	Conference Room
107	CFO
108	Purchasing Rep
109	Purchasing Rep
110	Manager, Purchasing
111	Purchasing Admin Assistant
112	HR Admin Assistant
113	Manager, HR
114	Sales Rep
115	Sales Rep
116	Manager, Sales
117	Sales Admin Assistant
118	Distribution Rep
119	Distribution Rep
120	Manager, Distribution
121	Distribution Admin Asst
122	Accountant – General Ledger
123	Accountant – Accounts Receivable
124	Senior Accountant
125	Accountant – Accounts Payable
126	Manager, IT
127	Data Center/Server Room
128	IT Tech – Systems & Servers
129	IT Tech – Networking
*	Data Center specifications provided separately

BSI Data Center/Server Room (Room 127)

Two full-height (42U), floor-standing racks inside the center currently each hold a 3000VA UPS and 6-8 rackmount servers (described below), plus switches for the 1GbE Cat6-backbone network and several shelves of routers, wireless controllers, spare drives and so on. The room is independently climate controlled and on its own 9000VA UPS that also powers half a dozen office systems and switches around the floor in case of a power outage.

Current server applications installed and running as infrastructure:

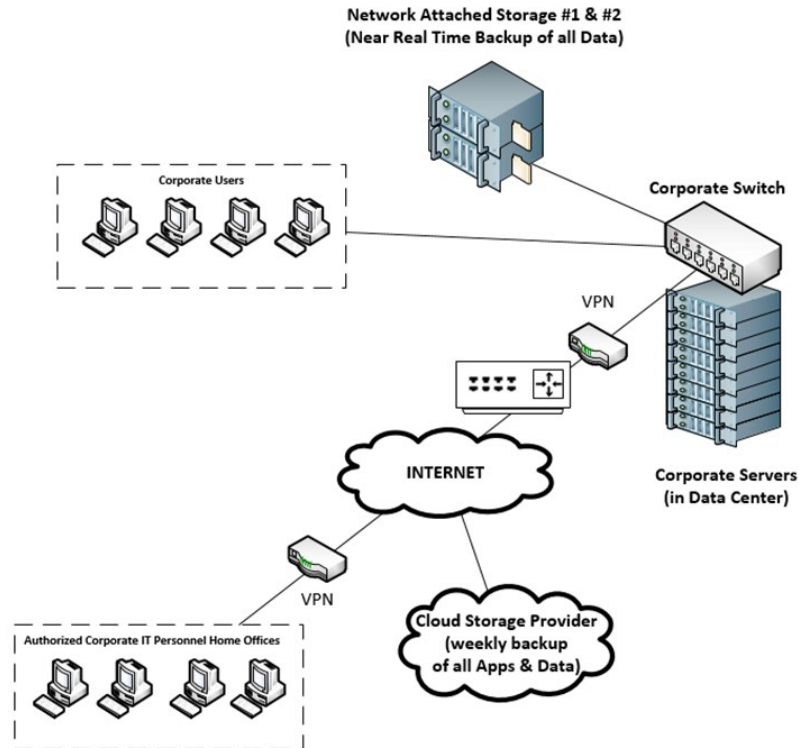Unless otherwise specified, all servers are Dell PowerEdge R6xx Rack-mounted servers.

Rack 1:

1. Windows 2016 Server A - Active Directory Service and AD SQL DB
2. Windows 2016 Server B - Primary Domain Name Service and DNS SQL DB
3. Windows 2016 Server C – Exchange 2013 email server and Email DB
4. Windows 2016 Server D – Traverse Accounting Software and Accounting SQL DB
5. Windows 2016 Server E – Traverse Distribution Software and Distribution SQL DB
6. Windows 2016 Server F – Traverse ERP Software and ERP SQL DB
7. Dell Storage NX 3xxx 1 – Network Attached Storage (NAS) #1 – Runs Windows 2016 R2 – multi-terabyte data backup capability for Rack 1 servers' databases.

Rack 2:

1. Windows 2016 Server G – Office 365 Server and Office DB (contains Office 365 files and images) – web-based office productivity software used on employee systems.
2. Windows 2016 Server H – Internet Information Server #1 for Intranet support – stores own web and document data. Used for internal forums, wiki's and policy document management.
3. Windows 2016 Server I – Optimum HRIS and HRIS DB
4. Windows 2016 Server K –IIS/Forefront TMG and IIS-FTMGDB – used to provide web filtering and proxy services – has own Intranet DB.
5. Windows 2016 Server K – SupportIT and SIT DB – used by IT department to manage systems configuration, updates, and helpdesk tickets.
6. Dell Storage NX 3xxx 2 – Network Attached Storage (NAS) #2 – Runs Windows 2012 R2 – multi-terabyte data backup capability used as an onsite daily backup for all Rack 2 servers' databases.

All Servers (including both NAS) are backed up weekly to a Cloud-based backup service.

Network Attached Storage #1 & #2
(Near Real Time Backup of all Data)

Corporate Users

Corporate Switch

VPN

INTERNET

Corporate Servers
(in Data Center)

VPN

Authorized Corporate IT Personnel Home Offices

Cloud Storage Provider
(weekly backup
of all Apps & Data)

Again:
All data and databases from Rack 1 <u>copied</u> daily to NAS#1 (External Storage).
All data and databases from Rack 2 <u>copied</u> daily to NAS#2 (External Storage).
NAS#1 data (which contains all Rack 1 data and databases) is <u>backed up</u> to NAS#2 nightly.
NAS#2 data (which contains all Rack 2 data and databases) is <u>backed up</u> to NAS#1 nightly.
All applications and data (including the contents of both NAS) backed up weekly to online backup service (SaaS).

Applications

The Accounting Software (TAS) provides the following applications:
- General Ledger (TAS-GL)
- Accounts Payable (TAS-AP)
- Accounts Receivable (TAS-AR)
- Payroll (Employee Distributions) (TAS-Pay)
- Banking (TAS-Bank)
- Fixed Assets (TAS-FA)

The Distribution Software (TDS) provides the following applications:
- Inventory (TDA-Inv)
- Bill of Materials/Kitting (TDA-BoM)
- Purchase Order (TDA-PO)
- Sales Order (TDA-SO)
- Warehouse Management (TDA-WM)
- Requirements Planning (TDA-RP)

The ERP Software (TERP) provides the following applications:
- Web Portals (Ecommerce site) (TERP-Web)
- Customer Relationship Management (TERP-CRM)

Human Resources Information System (HRIS) provides the following applications
- Payroll Management (exports to Traverse for Payroll processing) (Opt-PM)
- Human Resources (Opt-HR)
- Time & Attendance (exports to Traverse for Payroll processing) (Opt-Time)

Each NAS contains the following applications:
- Backup and Recovery Software (BARS)
- Enigmeh AES 256 Encryption Software for Access Control (Enig-AES)
  as well as copies of all of the data from the servers in its rack, and the *other* NAS' data.

Note: all applications are not necessarily placed on the same server. They can be stored on different servers and simply configured to access each other as needed. ***Assume every application has its own database.***

BSI does not have a deployed wireless network, only an internal wired Ethernet network.

Current BSI does not have any formal information security policies, plans or staff.