

Harland Technology Services Delivers the “Whole Package” with Outstanding Results

s n a p s h o t

Company Profile

Industry: Manufacturing

Location: Maryland

- This company is a family-owned, full-service corrugated manufacturer with one plant located in Maryland, serving national, regional and local customers in the North and Southeast. With a wide range of machinery and extensive design experience, they can manufacture everything from plain brown boxes to high-end, graphic, point-of-purchase displays. The company is known for its quick turn-around on orders and exceptional customer service.

Solutions

 **ITManager**

 **MPowerPrint™**



Executive Summary

As a small, but highly successful box plant, the manufacturer couldn't afford its own IT department – but couldn't afford for its critical systems to fail either. Harland Technology Services (HTS) came up with a comprehensive solution

that includes ITManager managed services to keep the operation running with minimal downtime – and a managed print solution that improves performance, while dramatically reducing costs.

“Although we haven’t actively measured performance, I can tell you that we have significantly more uptime since HTS took over.”

Chad K.
CFO

Like most companies, this manufacturer relied on technology to keep track of everything from orders to staffing to inventory. But, the company just wasn’t big enough to justify hiring its own in-house IT staff.

“We no longer have to worry about memory issues, annual licenses or outdated hardware.”

Chad K.
CFO

“We had a vendor who was servicing us remotely, but they were difficult to get reach and not particularly user friendly. They charged us a fee for remote service via telephone and that was the extent of it. There was no real communication, no on-site service; no reporting on what the issues were or what they did to resolve them,” explained Chad, CFO.

So, when the existing service contract came up for renewal, the CFO began looking elsewhere.

“I had numerous discussions with Harland Technology Services in the past, and liked the fact that they offered both remote and local, on-site service,” Chad said. “It made sense to take a closer look at what they had to offer.”

Not Just Managed Services – But a Tailor-made Solution

After discussing specific pain points, the HTS representative recognized that the manufacturer’s needs went beyond managed services. The company also required 24/7 email support, a formalized disaster recovery plan – and a way to offset these managed services costs.

So, the HTS team created a custom solution, tailored to the company’s needs. It included:

- Managed Services for 10 servers
- Hosted Exchange for email
- Managed Print Service
- Cloud Recovery Service

Everything worked together to meet their operational and budgetary requirements.

Transitioning the Managed Services Operation

Step one was migrating the daily IT support and maintenance over to HTS – a change that began bringing benefits day one.

“Any time you have an IT support transition, it can be scary – because you can put your business at risk. But, HTS was totally prepared – from the pre-planning stage through the actual transition,” the CFO said. “The process was completely painless. I’ve done a lot of these and I’ve never had one that was completely painless before.”

The ongoing performance has been equally stress free. “Our other vendor updated software every weekend, and we came in every Monday to a disaster. Screens looked different; icons

Solutions Summary



Harland Technology Services' ITManager suite of manager services allows us to proactively manage your network, servers and systems to identify problems and address them before they cause unnecessary downtime.

Network Administration Services are a comprehensive, agreement-based managed service for your computer network. This service provides the basic functions necessary for optimum network performance, reliability and security.

The list of deliverables with our Network Administration Services is comprehensive and includes:

- Routine Account Maintenance
- Proactive System Health Checks
- Onsite/Remote Issue Remediation
- Onsite Security Maintenance
- Assessment/Advice/Support

Additional services from the ITManager suite of managed services can be selected to produce the proper computing environment for your unique network.

SQL Database Maintenance Services provides database setup, monitoring and backup/restore services for Microsoft SQL databases.

System Security Analysis is a comprehensive review of your network security, which is delivered by our trained security experts and produces a report and recommendations list.

Managed Firewall Service provides intrusion detection, prevention and reporting capabilities via management of network traffic through a state-of-the-art firewall.

Web Content Filtering works in conjunction with our Managed Firewall Service to provide management of Web traffic through the firewall.

Gateway Anti-virus works in conjunction with our Managed Firewall Service to provide protection against malware at a network's perimeter.

Hosted SPAM Filtering stops SPAM and associated malware before it reaches your network by routing inbound and outbound e-mail traffic through an adjustable filter.

Remote Vulnerability Assessments provide monthly, remote tests of your perimeter security and delivers formatted reports to you as proof of network testing.

Internal Vulnerability Assessments leverage onsite hardware and software to compare a network's vulnerabilities against a known database and produce vulnerability reporting for prioritized remediation.



Harland Technology Services managed print service, MPowerPrint™, takes the pain out of printing – providing custom solutions for your business needs. With our innovative print management software, we are able to manage your print environment remotely, ensuring you can print with minimal interruption. Outsourcing print service will free up your IT resources to focus on more critical network issues rather than spending unnecessary time responding to printer problems (IDC reports that IT departments spend 15% of their time on printing and related issues¹)

MPowerPrint is an inclusive cost-per-page program that helps manage print volumes and measure toner supply for easy auto-replenishment. Harland Technology Services will assess and deploy a managed print service solution to help minimize the ongoing expenses of your company's print environment.

Our complete print management program includes:

- Onsite device maintenance
- Proactive toner replenishment
- Assessment/advice/support
- Proactive device health checks
- One solution provider, one monthly invoice

Notes:

1. "Cutting Costs and Maximizing the Return on your Imaging and Output Assets," IDC, Angela Boyd, August 2005

were moved," he said. "With HTS, those Monday headaches are gone. When we come in on Monday, the updates are done and our screens look just like we left them."

System performance has improved, as well.

"Although we haven't actively measured performance, I can tell you that we have significantly more uptime since HTS took over," said the CFO.

Worry-free Email and Disaster Recovery

E-mail is essential to the manufacturer's business; the communication vehicle of choice for everyone from the company president on down. So, its availability is critical.

After assessing the situation, the HTS team suggested a more agile, flexible, cloud-based solution.

"Hosted email in the cloud was HTS' suggestion and a great solution for us. All of the software and licensing costs are absorbed, and we gain full redundancy, virtual backup and a new level of reliability," Chad said. "We no longer have to worry about memory issues, annual licenses or outdated hardware."

The cloud also provided an automated way to handle data backup, so the company was protected in case of outage or disaster.

"At the time, we were backing up our systems to tape every night. Not only did this create a storage issue, but we always worried that we really didn't have a consistent backup ready to go," Chad said. "HTS brought in hardware to facilitate the backup virtually, automatically to the cloud."

Financial Benefits through MPowerPrint

To add these services, the CFO needed a way to offset the additional costs. After assessing the situation, his HTS representative suggested MPowerPrint managed print services – a solution that not only cut costs in half, but improved performance.

"Harland Technology Services' MPowerPrint™ solution has far exceeded our expectations."

Chad K.
CFO

"Harland Technology Services MPowerPrint has far exceeded our expectations," he said. "We've saved a ton of money – we saw a 50 percent reduction in costs. But, it's more than that. We've been very pleased with the support and proactive monitoring. They know about an issue and fix it before we ever have a problem."

Support, Service and Continual Communication

One of the reasons the company started looking for a different provider in the first place was a lack of communication and responsive support from its previous vendor. According to Chad, those are areas where Harland Technology Services shines.

"Our Technical Support Services Representative is the brightest, most articulate, most responsive person I've ever worked with," he said. "She held our hand through e-mail and security transitions – both of which – could have been nightmares. As she patiently and accurately walked us through all of the settings, I knew that I made the right decision by going with HTS."

Open communication is also a big part of the overall solution.

"We have semi-annual reviews with the HTS team, where we get a complete report on system problems, the number of service calls, and who responded and the outcomes," the CFO said. "They do a great job of staying on top of hardware and software licensing, and addressing areas of concern before they impact our business."

Although the company initially came to Harland Technology Services for IT managed services support, the company now has a comprehensive solution that reduces cost, improves availability and prevents lost revenue in case of disaster.

"I couldn't be happier with the results and the service we get from HTS, and I have nothing but good things to say," Chad said. "It's easy to be a reference for a great company."

When it comes to providing the range of solutions this successful corrugated manufacturer needed, Harland Technology Services delivered the whole package.

Harland Technology Services
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