

Eustis / Pyrocom Gains Peace of Mind with Proactive and Optimized Technology Solutions from IntegrIT Network Solutions, Inc.

History

Eustis Pyrocom has been serving the temperature measuring, heating, and control industry for more than 40 years. Based in Mukilteo, Wash., Eustis Pyrocom has become a valuable resource for the North Western U.S. with its combined manufacturing and engineering resources.



The Eustis Co. was founded in 1962 by Richard Eustis in Seattle Washington. The company began as a factory representative of temperature measuring and control equipment. In 1988 the company was sold to Bill Paulson who with over 20 years of manufacturing experience in the field began to manufacture Temperature sensors and in 1994 purchased Pyrocom Co. of Seattle.

The Eustis Pyrocom infrastructure consisted of one server with 15 work stations using XP Professional as their Operating System and a desktop with Windows 98 hosting their DOS program. Their DSL connections were running into a firewall that connected to a hub, allowing sharing of the Internet and files amongst the server and workstations.

Challenge: An unmanaged and growing computer network with several vulnerabilities and only one server quickly nearing capacity

Eustis had outgrown their current network and the owner was looking to upgrade the company's business software, which included MS SQL database, a new multifunction printer, a new MS business server, and two additional work stations. Being a small business, they did not have an "IT" person or "System Administrator" and didn't want to do the work alone.

Upon completing a Network Audit, IntegrIT Network Solutions found several unknown vulnerabilities:

1. The current configuration of their firewall was unknown as to if it was scanning incoming and outgoing ports that were known hacker's exploits.
2. They had an adhoc backup plan in place and it wasn't certain if the current backup tapes were useable for restoring the server in the event of hardware failure and the workstations were not being backed up at all.
3. The only server hosting their mission critical data had less than 5GB's of free space and no redundant mirrored drive.
4. All computers had different antivirus software, all of which were not adequate for a business environment and some computers had no spyware installed.
5. Microsoft Updates (Operating System and Office Applications) were left up to the individuals to perform.

The current production infrastructure warranted immediate attention. The Server would be in an unstable critical stage within six months to a year. If the server failed, the company would be completely down, and all production would come to a halt. Meeting client's deadlines would be greatly jeopardized. Without a backup plan/process in place the average time to recover to full capacity is two to three days depending on the availability of hardware.

Solution: IntegrIT Network Solutions put in place a robust and redundant computer network with centralized virus protection and data access.

Eustis enlisted the services of IntegrIT Network Solutions and, in little time, had their new system up and ready. Within days of completing a needs analysis, IntegrIT Network Solutions, Inc. addressed the wide range of computing and network issues and is now providing Eustis a suite of regularly scheduled services from virus protection to long-range network planning that assure network security and stability and make sure that potential problems are identified and addressed before they become real ones. Eustis has been benefiting from IntegrIT Network Solutions, Inc. since May 2008.

“It is nice to not have to worry about network problems anymore .”

Walter Paulson, President of Eustis / Pyrocom

IntegrIT Network Solutions put into place a network design with a backup server that incorporates redundancies and failover strategies for all mission critical data so that, in the case of a hardware failure, the impact would be little to none for Eustis Pyrocom clients and employees.

Included in the solution were: new server hardware capable of scaling for future growth; rebuild of the existing server into a backup domain controller, set up to run the three mission critical applications databases; configuration of Remote Work Place and company Intranet for internal and quick information distributions; centralized administration and distribution of antivirus and Microsoft critical updates; and centralized company data and client file locations for back-ups.

Results: Efficient and Well-Managed Network

Eustis / Pyrocom’s owner can now rest easy knowing his company and client’s data is protected from outside intrusions. They now have a solution that includes the ability to restore an employee’s individual workstation in the event of a workstation failure and has centralized Antivirus and MS Critical Updates, which is no longer the responsibility from the end user.

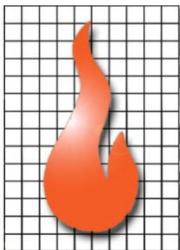
Eustis has sixteen work stations including three data collection stations on the shop floor. They are able to work much more efficiently, which saves the company money. The company owner is very pleased with the high level of service and enjoys the prompt response and resolution in the event of an emergency.



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