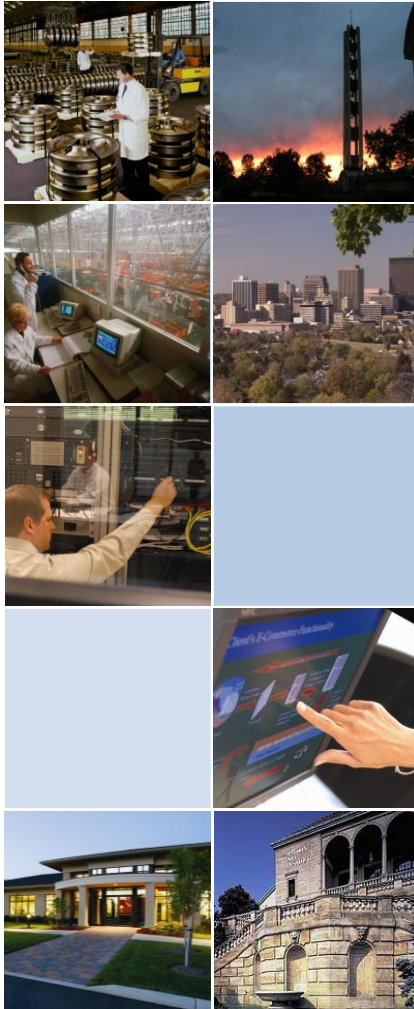




THE GREENTREE GROUP

The Competitive Edge Solution®



Dayton Area Manufacturer Stamps Its Seal of Approval

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Summary

The Greentree Group helped a manufacturing company make the right strategic choices to align information technologies with their long term business goals. A manufacturing company split from its business partner and became a wholly-owned subsidiary, which meant it was losing its IT support. The CEO of the new wholly owned subsidiary needed to make strategic decisions about his IT support and infrastructure that would benefit the company. The CEO was intimidated because he had received subpar IT support during the prior arrangement and he was receiving conflicting advice from different providers on how to proceed with the subsidiary. The Greentree Group met with the CEO to get an understanding of his requirements and how technology could help support his business. Greentree met with the CEO several times and became the trusted IT provider for the manufacturer. Since the manufacturer only had desktops and a printer The Greentree Group designed and implemented a fully functional network. As a second part of the solution Greentree trained and educated the employees. As a result of Greentree's work, the CEO now has a trusted IT provider and IT infrastructure that supports his company.

Problem

Choosing a trusted IT provider is a very important decision for any business. The CEO of a small manufacturer had the daunting task of finding an IT provider that would act in the company's best interests. The previous IT personnel didn't provide the standard of support that the company needed. After the split, the company needed a network designed, implemented, and training for the employees. Many different prospects gave conflicting advice and cost estimates so it became difficult choosing the best IT provider for the company.

The previous IT support was not providing the services needed to maintain the business. For example, email would not work for a few days, files that were stored on the server were missing or moved without notice and the IT staff did not return requests for support. As a result, the employees spent time making extra copies of their work and using storage memory to keep them. The employees lost trust in their IT service and it hindered the business.

The CEO decided to split and become a subsidiary meaning the manufacturer would lose all of its current IT support. The company had desktops and printers, but needed a new network designed and implemented. The process began of selecting the IT company that could best support the manufacturer. The problem was that many representatives gave him conflicting advice and cost requirements. This made the issue of trust a factor in his decision.



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Solution

The Greentree Group worked hard to earn the CEO's trust and prove that Greentree always does what is best for the client. The manufacturing company interviewed The Greentree Group to see how they would address the needs of the manufacturer. Greentree also learned the expectations of the manufacturer and the vision of how IT could support the business. After the firms learner about each other Greentree began designing a total solution for the manufacturer. The design was completed and approved allowing Greentree to implement the network and train certain employees for basic operation and maintenance.

Greentree met several times with the CEO to ensure they understood the requirements and the CEO felt comfortable with Greentree's approach and personnel. The goal was to explain how technology could support the manufacturer's business goals and become an integral part of the operations. Greentree explained how IT could benefit his business in terms he could understand.

The manufacturing company was starting with nothing more than desktop computers and printers so Greentree looked at every detail. Greentree collected the data and designed a solution that encompassed the entire network. After designing the solution Greentree worked closely with the CEO in purchasing the required equipment to make it all work. After the purchase, The Greentree Group implemented the total solution for the manufacturer.

Greentree secured the network with a firewall, added a new switch, installed and implemented Windows Small Business Server 2003 R2, deployed Microsoft Office 2007, and even added memory to a few of the desktop computers. Tasks were automated and Greentree technicians provided training and support throughout the entire process.

Benefits

The manufacturer benefited from this experience by gaining a trusted IT service provider and a complete turnkey solution to their networking problems. Greentree delivered a solid reliable network and good advice to the CEO. The standard of service that Greentree provides was clearly defined for the manufacturer and is upheld by Greentree. The manufacturer has also benefited from the many features of the new server that The Greentree Group installed.

The time and resources spent meeting with multiple IT companies are costs associated with finding the right candidate. Now that The Greentree Group is the manufacturer's trusted IT source the company no longer has to expend those resources in a search. The Greentree Group gives the manufacturer advice and services that are in the best interest of the client. This is a mutually beneficial situation that helps both companies form a long term relationship with one another.

The turnkey network solution also benefits the manufacturer. The server is always running and there is no unscheduled downtime, email works, the files on the server stay where they were, and the staff knows that a Greentree technician is just an email or phone call away. This was a big change from what the staff used to



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experience.

With the prior systems and support any desktop computer failure meant a possible loss of the user's information. The new server stores all of the users' My Documents folders and is backed up each night. If a desktop computer fails the user's information is still available because it is stored in a central location on the server. Greentree also formulated a backup solution that would be reliable and could store all of their data now and in the future. Using Small Business Server backup, all of the manufacturer's data is backed up each night. Also, key employees are emailed a server report on a daily basis. The manufacturer has insight to server performance, backups, and much more diagnostic information.

Microsoft Office 2007 Professional was ordered with each desktop. The Outlook Email application was integrated with the server's junk mail filter. This made the junk filter even more powerful and reduced the time employees spent deleting spam from their inbox. Greentree also shared the staff's calendars to promote communication. Training was also provided to the staff so they could utilize Office 2007 to its full potential.

The office had two network printers that were capable of scanning and emailing documents directly from the printer. Greentree discovered a way to add the same list of contacts to both printers at the same time. Not only did this reduce entry time, it also provides a consistent manner to ensure the contacts list is the same on both printers. Furthermore, the network printers have a lower print cost per page than regular desktop printers. These changes have reduced the amount of paper used and made the employees more productive, yet another gain in efficiency.

Another item the manufacturing company is taking advantage of is Remote Web Workplace which is a Windows Small Business Server 2003 component. Requiring just an Internet connection and a website address, Remote Web Workplace provides a secure connection that enables the staff to connect to mail and the office computers when they are out of the office. It is the ideal solution for the CEO since he travels quite frequently. This helps the company stay connected with their clients and staff even when they are out of the office.



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At a Glance

Problem

- The CEO of a manufacturer split with a business partner to become a wholly owned subsidiary
- The IT support the manufacturer received before the split was substandard
- The CEO didn't know who to trust or choose for his new IT support because of conflicting information from different providers
- The manufacturer needed a complete network installed and continuing support for IT

Solution

- The manufacturer needed a trusted IT advisor to look out for the company's interests
- After earning the CEO's trust The Greentree Group designed and implemented a turnkey network solution that would support the manufacturer's business
- Training and maintenance were also provided by Greentree to ensure the manufacturer used the new technology to help the business

Benefit

- The CEO doesn't have to spend time or resources constantly looking for a better IT provider
- The network is solid and reliable. Many new server/software features increase efficiency in the workplace
- The manufacturer gets the standard of service that is expected

About The Greentree Group

The Greentree Group is a privately owned business founded in 1993, with corporate headquarters in Dayton, Ohio and operational locations in Dallas, TX, Richmond, VA, St. Louis, MO, Washington, DC, Warner Robins, GA, Oklahoma City, OK, and Ogden, UT. Greentree provides demonstrated quality in the core competencies of information technology, financial management and program management. Within these competencies Greentree utilizes emerging and leading edge technologies in order to address and overcome a wide array of challenges. The Group is a talented collection of analysts and problem-solvers truly providing "The Competitive Edge Solution[®]". For more information please contact (937)-490-5500 or email information@greentreegroup.com.



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