



Brilliant IT Solutions

CASE STUDY – RP101



BUSINESS PROFILE

A rapidly growing manufacturing company with worldwide sales and support operations. An in-depth assessment of the company revealed major problems with their IT infrastructure, personnel and security. In addition, users were experiencing service interruptions daily which were costing the organization in productivity and responsiveness. The company had an ERP (Enterprise Resource Planning) system designed especially for the manufacturing industry. The system met their usage requirements, but was out of date. A newer version was available, but they were reluctant to upgrade due to the time, cost and compatibility with other applications.

BUSINESS NEEDS

The company had experienced rapid growth which had quickly out-paced their IT infrastructure. There was an immediate need to remedy issues with reliability, availability and data protection and security. The CEO of the company described one of their major issues: *“We operate in a highly competitive environment, and if we don’t have the capacity to make decisions quickly, we will lose the competitive edge we have built-up.”*

One of the main issues they faced were the manual processes required to capture data for reporting purposes. For example, management had to endure the grueling process of manually extracting accounting and production data from their ERP system in an effort to support strategic planning and forecasting.

“Based on our recommendations, the company made changes which resulted in a net savings of \$720,000 over the next 5 years.”

SOLUTION

We recommended a complete network infrastructure upgrade, as well as restructuring of personnel to make sure that the IT staff would be able to manage and maintain the new infrastructure.

Since they were reluctant to upgrade their ERP system, we used SQL Server Integration Services to automate business intelligence and availability. We also upgraded their server operating systems, productivity suite and mail service (Exchange).

BENEFITS

After the network upgrade, the users reported NO service interruptions – leading to increased productivity and reliability. Reports that used to take weeks to create could be generated in minutes.

Based on our recommendations, the company made personnel and contractor changes which resulted in a net savings of \$720,000 over the next 5 years of operations.

Solution Overview

Products and Services

IT Assessment

Industry

Manufacturing

Organization Size

Medium (51-4,999)

Country

Canada

Our Services

Security Assessments

An in-depth study of your premises and network to locate security vulnerabilities and risks.

Compliance Audits

An internal audit can help you determine where you are with compliance.

Risk Management

Minimize the impact of change and upgrades on your organization by conducting a risk management assessment.

Strategic Planning

Where will your company be a year from now? Two? Five? Let us help you plan for success!

Project Management

We can help you plan, organize and manage your resources to bring your projects to a successful completion.

