



Overview

Customer Profile

R and S Corporation is a manufacturer of jail equipment. They are involved in various large scale projects all over the country and believe it is important to deliver quality service in a timely manner while staying within the projects budget.

Business Situation

R and S Corporation began to receive business from all over the country. With a sales force always traveling, R and S needed the technology necessary to allow for smoother business transactions and an easier flow of communication, which they were not receiving from their old IT equipment.

Solution

General Informatics installed Windows small business server 2003 standard edition and upgraded all their laptops to Windows XP along with many other software and hardware upgrades that allowed R and S Corporation to take on bigger assignments, while saving money.

Benefits

- High speed technology
- Increased availability
- Better communication between employees and customers
- Better business decisions

Manufacturing company sees profits increase from technology upgrade

“We were tired of dealing with computer issues everyday and needed one reliable solution that could just take care of it all, so we could actually work.”

James Rush
CEO, R and S Corporation

Since 1967 R and S Corporation has been a leader in detention equipment contracting. It is very important to their company values that they take great pride in delivery quality products in a timely fashion while maintaining the project's budget. With that in mind, R and S was in desperate need for a technology upgrade. Their infrastructure was lacking the necessary support in order to function properly. They had orders flowing in from all over the country and managers and the sales force found themselves travelling more and more. Their office equipment was aging and therefore important information was hard to find and sometimes even lost. They asked General Informatics to step in and replace all of their aging equipment with up to date instalments of new hardware and software. R and S Corporation received a new Microsoft Windows small business server, all laptops were upgraded to include Microsoft Windows XP to make travelling easier, and Microsoft Office small business edition was installed for their marketing department.

Situation

Founded in 1967, R and S Corporation has been a leader in the manufacturing of jail equipment. They believe it is important to deliver quality products with on time delivery and while staying within the project's budget. Because of their dependable service, R and S Corporation watched as their company has grown tremendously over the past four decades.

With this growth, R and S moved into a 6,000 square foot office complex with a 30,000 square foot manufacturing area expanding over five acres. After moving into their state-of-the-art facility, R and S saw a need to upgrade their technology that was very outdated in order to keep up with the growing amount of business they were taking in.

Many managers and salesmen began traveling all over the country, keeping up with the many orders they were receiving. They had purchased laptops and were using them as desktops. At the home office, the Windows NT-based server system was slowly dying and whenever the salesmen left the office, they were constantly transferring files onto their laptops. This was resulting in multiple copies of files spread all over their system. Often times, files were not copied back to the server, and therefore, were lost and often had to be recreated. While they were on trips, access to critical information, such as, contact information, email, etc. was very limited. Another problem that was in need of being addressed was the constant repair of cell phones, and having to always re-key the contact information into the phones.

Solution

Once the decision was made to upgrade, R and S Corporation decided to ask General Informatics to help solve all their technology issues. Our experts went in and conducted a technology audit which included asset inventory and IT budget assistance. We

found there was a great need to upgrade their software and hardware. We replaced their Windows NT-based server with a Windows small business server 2003 edition. The older Dell server was upgraded with more RAM and now has 1GB. Through Microsoft open volume license, we were able to get a small business server standard edition and 10 add-on device CALs. All the laptops and PCs were upgraded to Windows XP with service pack two. We also improved their marketing department by replacing their aging Microsoft Office 2000 with Microsoft Office 2003 small business edition on their laptops. We provided their sales force with new Windows powered Smart phones.

The off-line synchronization feature has now paid for the entire set up many times over. They now take the relevant files with them and never have to worry about copying or updating files back onto the server. The central feature has taken thousands of dollars, in terms of effort and time. The Outlook Web Access and the Outlook RPC over http features have tremendously improved their communication and collaboration abilities. They are very happy with the new Outlook 2003 interface, along with its junk e-mail filtering abilities. Also the ability to access off-line public folders, which now have companywide contact list while they are away, is a great advantage for them because it helps to retrieve the right contacts while they are away. And at times, when they don't have a file off-line with them, they can use the Windows 2003 server, VPN abilities to get in remotely and access whatever file they want.

For More Information

For more information about General Informatics products and services, please call (225) 767-7670, or toll free at 1.888.FIXUSMO (349-8766) or visit our website at www.geninf.com

For more information about R and S Corporation, visit the Web site at: www.randscorp.com

Benefits

High Speed Technology

The new Windows small business server 2003 edition and the 1GB Dell server has given R and S Corporation the ability to constantly stay on top the manufacturing industry by supplying the appropriate tools needed to run their day to day business operations. The up to date technology that was installed, makes information more readily accessible to all employees and managers.

Increased Availability

Now that the sales force has the appropriate hardware and software loaded onto their laptops, traveling for business has become second nature. It is no longer a hassle to retrieve documents, managers and salesmen have everything they need at their finger tips. This has improved customer service tremendously and as allowed them the ability to take on multiple projects.

Better communication between employees and customers

Employees no longer have to worry about backing up or copying their documents when they leave the office. That responsibility is now handed down to their new server, leaving employees to focus on their day to day operations and being more productive in the workplace.

Better Business Decisions

With the new technology, R and S is now able to organize themselves better with their new infrastructure. Because they now have the ability to store up to 1 Gb of information, it is easier for them to get the information they need in a timely matter in order to conduct business properly. Not only has R and S noticed a difference in their company

behavior, but their customers have also. Business transactions run smoother because gaining access to information for their customers is easier and less time consuming,

Microsoft Windows Server System

Microsoft Windows Server System integrated server infrastructure software is designed to support end-to-end solutions built on Windows Server 2003. It creates an infrastructure based on integrated innovation, Microsoft's holistic approach to building products and solutions that are intrinsically designed to work together and interact seamlessly with other data and applications across your IT environment. This allows you to reduce the costs of ongoing operations; deliver a more secure and reliable IT infrastructure; and drive valuable new capabilities for the future growth of your business.

For more information about Windows Server System, go to: www.microsoft.com/windowsserversystem