

Remote Access Success Story

TotallyOne

Offices Connected Securely and Reliably Through The Internet

Company - Totally One

Totally One owns and operates a head office and three retail telecommunications stores in Southern Ontario. These stores provide complete and integrated communications solutions, featuring leading wireless, internet, and satellite technologies.

Each retail store has its own workstations which connect to shared central business systems at the head office. Connectivity between stores and head office is necessary for information sharing (orders, invoices, etc.) and activation of cell phones and other technologies. Security and reliability are a must.



Challenge

Totally One suffered from a weak technical infrastructure, including poor security and issues with their firewall and server.

One of the most serious issues was the fragility of the connection between stores and head office - a connection which regularly went down. When this happened, invoices had to be generated manually, data was reentered again and again and everyone became very frustrated. Lost sales also resulted when customers could not activate their cell-phones and went to the competition.

Another issue was the misuse of the store's Internet access. Retail staff indulged in personal web browsing and downloaded games and other non-business programs. Time was wasted, customers were ignored and technical problems arose on the computers. In addition, the inappropriate content put the reputation of TotallyOne at risk and opened them up to legal liability.

Evron's Solution

Evron completely upgraded the hardware and software at both the Totally One head office and franchise stores, including:

- Installing more reliable servers and firewall
- Instituting continuous remote monitoring by Evron Managed Services
- Increasing security of connection between offices through point-to-point VPN
- Implementing MS Server security policies to ensure that all computer use - including Internet access - is for business purposes only.



Remote Access

By Evron

Results:

- **Improved Customer Service & Efficiency in Retail Stores:** The reliability and security of the new system means that retail staff focus their time on helping customers instead of re-doing lost work or browsing the web.
- **Reputation Strengthened, Liability Problems Avoided:** New content restrictions have ensured that offensive material can no longer appear on a store's computer screen in the middle of a shopping mall.
- **Higher Quality Workstations:** In the past, workstations were corrupted by non-business applications downloaded because they made the PC good to play on. Today these applications are gone, and the PCs are faster, more reliable and good to work on.
- **Better Business Intelligence:** Centralization of data such as address books and accounting information has improved management's ability in a number of areas, from strategic planning to marketing initiatives.

- **Improved Customer Retention:** Totally One used to lose business because customers couldn't activate their cell-phones. Today, infrastructure improvements have dealt with that problem and given the company a competitive advantage.
- **Capacity Doubled:** The amount of transactions that the system can handle has doubled and the company is confident that it has enough capacity to handle significant growth over the next two years, if not longer.
- **New Stores Easily Added:** New stores can now be easily added without new infrastructure upgrades.
- **Strong Working Relationship:** TotallyOne chose Evron based on their professionalism, friendliness and high level of technical expertise and have enjoyed a strong partnership through the sales, implementation, training and service processes.

"Evron has been an excellent and valuable partner for Totally One."

Our business depends on a secure and dependable infrastructure and Evron has provided it." - Dina Arduini, President, Toally One

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