

Managed Services Success Story

Irwin Seating

Reliable Networking: Multilayered Monitoring And Protection

Company - Irwin Seating Inc.

Founded back in 1907, Irwin Seating Company is the world's leading manufacturer of public seating for movie theatres, auditoriums, arenas, performing arts centers, and convention centers. From Festival Hall in Osaka, Japan, to Carnegie Hall in New York, their chairs are installed in thousands of venues all over the world.

Irwin is in a highly date sensitive high production business. If the network goes down, even for a short time, it can lead to missed delivery dates, frustrated employees and angry clients.



Challenge

Lost time means lost money and lost business. Irwin could not afford a situation where a sudden virus or a simple failed switch could bring the company to a standstill. They needed to proactively find and solve problems before their business was damaged.

Evron's Solution

Implement a high security managed services solution. Reliability begins with high quality IBM xSeries servers and is ensured through multilayered monitoring and management tools, including:

- Microsoft Exchange 2003 Server
- IBM Director
- MailMarshal Anti-Spam
- Symantec Anti-Virus

The servers are continually scrutinized for security threats or signs that components are ready to fail. All key components are monitored, including:

- Hardware: Cooling Fans, Hard Drives, Memory Chips, PCI Slots, Power Supplies, RAID Drives
- Software: O/S and Core Services
- Internet: Spam, Viruses, Offensive Content

If a hardware issue arises at any time day or night, Information Technology Manager Sam Cangialosi is automatically and immediately notified on his cell phone or pager. Sam can also proactively check the system health at any time by examining IBM Director logs and reports.



Managed Services

By Evron

Stop Problems Before They Happen

Like police in a sci-fi movie, Sam Cangialosi can see the future and solve problems before they happen.

In the past, failed fans could cause the CPU to overheat and the network to go down.

Today, IBM Director notices if a single fan even *slows down*. Sam is alerted as soon as this happens and the fan is replaced before it causes any downtime.

Results:

The network has been as reliable as expected with **99.9% uptime** since it was implemented, and spam and viruses are stopped at the door. This has led to:

- **Lower Total Cost of Ownership:** The project pays for itself in falling maintenance costs and increased employee efficiency. Sam Cangialosi himself now spends **50% less time** on network management - freeing him up to take on a new task in broadening corporate objectives.
- **Data Protected:** Valuable data that may have been lost in the past due to viruses or network failure is now protected.

- **Happy, Productive Employees:** Irwin workers avoid costly lost time and gain peace of mind knowing that their work won't be interrupted.
- **Defective Parts Replaced While Under Warranty:** Defective fans, power supplies and other parts are often found and replaced while still under warranty, so there is no cost for the new component.
- **Strong Working Relationship:** Irwin chose Evron based on their professionalism, friendliness and high level of technical expertise. A strong partnership through the sales, implementation, training and service processes has shown this initial confidence to be well founded.

"Evron's Managed Services Solution has ensured that our network is a powerful and reliable foundation for our business."

Irwin Seating is more efficient and more profitable today as a result of Evron's work."

**- Sam Cangialosi,
Information Technology Manager ,
Irwin Seating Company Inc.**

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Application Software: Field Service | Accounting | Project Costing and Management | CRM | E-Commerce | Tenant Management

Services: Managed Services | Technical Support | Internet Development | Custom Programming | Implementation | Training

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