



Client: Enterprise Mortgage, Inc.

Background

Enterprise Mortgage was unhappy with their current tech support firm. The firm was not performing up to expectations in all areas. They had bad experiences with their previous firm while performing their Office 2003 rollout and with response times during routine tech support issues.

Diagnoses

Net Works Consulting Resources, Inc. (NWCR) was contracted and retained to assume Enterprise Mortgage's IT support responsibilities. The first task at hand was to collect data on the network, meet with the key decision makers, and come up with a GAP analysis detailing the current state of the network and the organizations future goals. From this analysis, NWCR was able to propose and implement a phased approach which served to bring the firm's IT systems to the point where they would facilitate the organizations growth needs rather than impeded upon them as they had been doing.

Treatment

Net Works Consulting Resources, Inc. (NWCR) came in and performed a complete security analysis of Enterprise Mortgage's current systems. The results of this analysis resulted in up-to-date anti-virus solutions for the firm. Many of their computers did not have Anti-Virus software at all. NWCR was able to free the network of viruses and spyware.

NWCR also was able to simplify the network by standardizing drive and printer mappings. Employees can now find files quicker and easier and know exactly which printer they are printing to in exactly which office.

Enterprise Mortgage had a backup solution prior to bringing in NWCR that consisted of tape backup at their Arizona office. NWCR has since been able to migrate them from tape-based data backup to a continual data backup solution utilizing NWCR's data vaulting technology.

While performing the security analysis, NWCR was able to recover Enterprise Mortgage's Microsoft Exchange database from an old corrupt tape and restore it within a short period of time that minimized downtime for Enterprise Mortgage.