XperCARE Manages IT Services Success at Bignell, Watkins, Hasser Architects P.C.

XPERTECHS Implements Managed IT Service Solution for Annapolis Firm

Annapolis, MD December 15th, 2009- Bigwaha has faced an increase in internal IT demands due to the growth of the firm within the last few years. This fact, combined with a tough economy and the need to be more budget conscious, required a more cost efficient IT support solution. One of Bigwaha's slogans is "a happy client = a successful project", and they felt that a change in the technology management and procedures would be the best way to serve both their clients and staff as they entered a new decade.

XPERTECHS began working with Bigwaha in December 2009 to make the transition from an in-house IT staff to a full-service outsourced Proactive IT Managed Service environment. Many issues needed to be addressed including: end-user support, solving on-going technical issues, updating documentation, implementing "Best Practices" , applying a patch management strategy, addressing network design, and improving network performance and reliability. While most of these challenges are a normal process for making the change to Managed Services end users were still very nervous about the change. End-users had become very comfortable with walking into the IT manager's office and asking for help. Now, the end user calls a special support line to get remote assistance from a fully staffed helpdesk. The end users have experienced quick response and restored stability in both the network performance and reliability. In addition, due to growing data storage and expensive off-site data backup, XPERTECHS immediately insured that all critical data was backed up locally or off-site.

> *"After interviewing several local IT firms, we selected XPERTECHS and their XperCARE Managed Services offering. We chose XPERTECHS for their professionalism, knowledge and experience. We are extremely pleased with our decision to go with XPERTECHS."*

Director of Business Operations

XPERTECHS met with the team at Bigwaha to review their specific needs and discuss the Network Audit findings of their current IT situation. It was clear that their existing file server and applications servers were running out of disk space and were approaching their life expectancy. Instead of investing in additional extended warranties that would cost thousands of dollars, it made sense to invest that money into new technology. XPERTECHS proposed three new Windows 2008 HP servers with a Modular Storage Array capable of 4.5TB of data storage. New HP gigabit switches were purchased to provide increased speed, performance and reliability on the network. For backup, XPERTECHS implemented an XperCARE Backup & Disaster Recovery solution that will address the concern for offsite backups up to 4.5TB. XPERTECHS

professional services team provided Bigwaha with a new Windows 2008 domain and Active Directory, and upgraded application servers. This network design will provide Bigwaha with years of performance and growth potential. For Proactive Support, Bigwaha opted in for XPERTECHS Premium Plus level of XperCARE Proactive IT Managed Services offering. XperCARE provides Bigwaha with Proactive Technology Management, Network Administration, Reactive Support Services, and Technology Consultation through "Virtual CIO."

The team at Bigwaha enjoyed immediate results with the solutions XPERTECHS provided. Their computers perform faster and are more reliable than ever before. Network connectivity, both internal and remote, boasts increased speed and stability. The Bigwaha team is now able to handle their workload with substantially fewer problems. Ongoing technical help is now handled through proactive maintenance and 24x7 monitoring and remediation. XPERTECHS helpdesk handles end-user calls immediately and allows the Bigwaha team to continue to be productive without having to wait for someone to come on-site to fix a problem. But XPERTECHS did more than increase Bigwaha's productivity. The solutions provided and the XperCARE Proactive IT Managed Services offering saved them money and provided an updated approach to technology. Because XPERTECHS provides Proactive Technology Management, Network Administration, Reactive Support services, and Technology Consulting, Bigwaha has migrated from reactive to a proactive network management approach – a strategy that has significantly reduced its network maintenance and total cost of ownership.

About XPERTECHS

XPERTECHS is a leading Convergent Technology company offering a full range of services including **Microsoft and Novell network solutions, LAN and WAN connectivity, Proactive IT Managed Services (XperCARE), IP Telephony, Internet Connectivity, and Training.** Our focus is on delivering high quality Networking, Voice Messaging, IP Telephony and Internet Solutions that are critical to solving information needs of our clients. Our philosophy is built on the desire to focus on our select group of clients and deliver the best customer service available through our certified (CNE/MCSE/CNTE) engineers.

XPERTECHS provides Installation and Support of networks, servers, workstations, firewalls, routers, switches and IP phone systems. The company provides on-site and remote support through our XperCARE Managed Services offering.

Give us your computer problems and "Xperience the Difference"