

Leading Facilities Security Firm Chooses Windows Server System and Express Computers to Manage Information Technology



Overview

Business: Sonitrol Canada
Customer size: International
Country or region: Canada
Industry: Security

Business Profile

Sonitrol provides verified security solutions to businesses across North America. Leading edge audio and video detection technology is backed by a superior commitment to service. Sonitrol is quickly becoming the only security system the police will respond to.

Software and Services

- Microsoft® Windows Server System™
 - Active Directory implementation
 - Remote Access, terminal services
- Microsoft Exchange Server
 - Email, Calendar, Task Management
 - Push Technology, integration with iPaq mobile devices
- Symantec Enterprise Disaster Recovery
 - Tape and disk media data backup
 - Verified, offsite storage, full recovery

Hardware

- IBM X Series Business Server
 - Fully redundant server system
 - Managed services, predictive failure



“Our clients have come to recognize Sonitrol as the hands-down winner for securing their facilities. Securing data is equally critical. Choosing a Microsoft solution built and supported by Express Computers brought us the confidence we needed at a cost we could easily justify.”

Joe Wilson, President and CEO, Sonitrol

Business needs

Sonitrol is growing fast in North America. Their industry leading verified security solutions are recognized globally as the most effective means to securing business operations. Police, insurance companies, and security consultants refer clients to Sonitrol when conventional alarm systems fail to detect break-ins. Many police departments such as Vancouver, Victoria, Richmond and Langley will only respond to verified alarm systems.

Sonitrol's data storage requirements stretched their existing infrastructure to the limit. The administrative side of the business required additional storage and security, and new real-time video and audio surveillance technology meant their data storage strategy needed to be re-worked. An overhaul of their disaster recovery systems became mandatory.

In addition to the growth, Sonitrol was challenged with serving the unique needs of clients like British Columbia's Bait Car program. The Integrated Municipal Provincial Auto Crime Team commissioned Sonitrol to solve the problem of streaming video from stolen vehicles to handheld devices. The solution meant technology from Sonitrol would need to integrate with other technologies.

Solution

Sonitrol considered several options for upgrading its network. Wilson met with a consultant from Express Computers a regional Microsoft Gold Certified Partner. Express Computers demonstrated the Microsoft's family of Server products - including Windows Server 2003, Microsoft Exchange Server 2003 email and messaging software, Microsoft Internet and Security Acceleration Server, and Microsoft SQL Server 2005 database services.

For More Information

For more information about this case study, call Express Computers at any of the following locations.

Express Computers – Surrey
604-535-6508

Express Computers – Langley
604-888-7904

Express Computers – Abbotsford
604-855-6794

For more information about Express Computers, go to:
www.expresscomputers.com

For more information about Sonitrol, go to:
www.sonitrol-canada.com

For more information about Microsoft, go to:
www.microsoft.ca

Express Computers

Express Computers provides corporate IT support services for small and medium enterprises across all regions of British Columbia. Client companies typically have 5 to 250 employees and serve various industry verticals. In business since 1992, Express offers a diverse set of skills focused on Microsoft desktop, infrastructure, collaboration, and productivity solutions. Our services include consulting and system design, technology implementation, 24x7 immediate emergency response and general IT support. Express Computers is a Microsoft Gold certified partner, the highest degree of company-wide certification offered by Microsoft.

Express Computers replaced Sonitrol's aging servers with new IBM xSeries business servers. These provided a low upfront cost and a fully scalable solution that would grow with the company. Microsoft Windows Server 2003 and Exchange Server 2003 were selected. A disaster recovery plan was developed and Express selected LTO Tape and Symantec Backup Exec to fulfill the plan. Finally, the entire system was pre-configured then deployed onsite. The reduction to business interruption was considerable. Express was able to migrate Sonitrol's systems over a single weekend. The solution is monitored and managed 24x7 by Express Computers.

Benefits

- **Performance.** Wilson estimates that file storage and retrieval is at least 15 percent faster than it was with the old storage systems, due to the superior performance of the Microsoft Server operating system and the IBM xSeries servers.
- **Scalability.** Replacing aging systems requires a significant investment. The specifications developed by Express Computers in consultation with Sonitrol resulted in a completely refreshed infrastructure, based on today's needs which will scale as Sonitrol's needs change.
- **Easy remote access.** Another huge productivity boon comes from the use of Remote Web Workplace to give Sonitrol technicians and managers more secure access to the company's network from home, airports, customer sites, and hotels. "We can better manage our time, both in and out of the office," Wilson says. "The Windows Server System with Terminal Services have simplified our lives."

- **Reduced IT costs, increased business revenues.** The network now includes newer more versatile servers and is more reliable meaning Sonitrol now spends less time dealing with IT issues. This frees up staff and allows them to focus on revenue generation and customer service. The service agreement allows the experts from Express to maintain the system proactively greatly reducing downtime and costs for emergency onsite response.
- **Improved network security.** "The enhanced security features in Windows Server 2003 are the best ever," Wilson continues. "The combination of Windows Server with a good firewall and antivirus software helps make sure that our network just works. Group Policy lets us set it and forget it with confidence. We've had no viruses, less spam and spyware, and no downtime."

