

► Benchmark Business Systems, Inc. Huntington Beach, California

Problem

In-house administrators were too busy to manage their complex Unix environment. The company needed consistent systems administration and on-site support from a firm knowledgeable about Unix. Planning, help desk and remote monitoring was also required.

Solution

EMF's remote monitoring tops a long list of systems administration and support options that benefit Benchmark Business Systems. The end result: EMF provided a total support solution.

Benchmark Business Systems of Huntington Beach, California relies on a sophisticated Unix-based information system to run its copier sales and service business, while running an NT server network for showroom demos and office PCs.

Systems administration was hit or miss, with frequent problems such as inadequate backups and performance issues, until responsibility for the system was given to Mike Graves, Benchmark's Service Manager.

While Graves is knowledgeable about all aspects of copier and digital print-on-demand requirements, when it came to the company's 15-user information system he opted for outside help. EMF was asked to fill the support and administration needs.

EMF reviewed the environment and took several steps to address deficiencies. Specifically, EMF implemented a new backup strategy and tape rotation schedule, installed a high quality modem to enable remote support and upgraded the operating system software.

EMF now provides a package of services that includes remote monitoring of the host system, on-site support for hardware failures, telephone help desk support for Unix-related questions and system

troubleshooting for the complex problems that occur.

Graves also takes advantage of EMF's expertise for general systems administration issues.

"EMF helped me build a user profile to save time when I need to add users," he says. "Also, when I had printer problems I couldn't

diagnose, EMF walked me through the commands to determine if the problem was hardware or software related."

However, it's the proactive remote monitoring services that have the greatest value to Graves. "I especially like

the remote monitoring," he says.

"The report that EMF faxes comes straight to me. I always look at it to see if any recommendations were made. When we had a disk space problem EMF not only faxed me, but called me. That alone was well worth the remote-monitoring fee. Without remote monitoring we would have had big problems. It has definitely helped me."

With EMF providing support, managing the information system takes up less than 10% of Graves' time. Now the next person Benchmark hires will be someone who can help grow the dealership's copier and digital printer business - instead of an expensive Unix system administrator. ♦ ©EMF Inc, rev. date 7/2000

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*- Mike Graves,
Benchmark Business Systems, Inc.*

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