

► Quebecor World Vermont Brattleboro, Vermont

Problem

The Quebecor World Vermont manufacturing facility had access to remote support for the plant's file servers, but needed local support for the 50 users of the plant's PC LAN. Quebecor needed a cost-effective way of meeting local user and system administration needs without investing in a full-time support employee.

Solution

EMF provided a total support package including regularly scheduled on-site system administration, telephone help desk, system upgrades and on-site hardware support.

Quebecor World Vermont, a subsidiary of Quebecor Printing Inc. - the largest commercial printer in the world - needed a system administrator for its Brattleboro, Vermont facility. The plant was running extra shifts to keep up with demand for books including the best-selling Harry Potter series. The number of people who required access to the information system was expanding, and staff at the plant had only limited computer experience.

The plant's 50 PC users were connected to NetWare file servers for desktop productivity, email, and accounting functions, with other applications accessible through the corporate wide area network. The Kingsport, Tennessee office provided limited remote support for the plant's file servers through the network, but the plant needed a local presence for help-desk issues, hardware failures and network administration tasks. They also needed help managing moves and changes to the system. Quebecor faced a

decision: should it hire a full-time staff person or outsource?

EMF reviewed Quebecor's needs and determined that, with careful planning and management, Quebecor didn't need a full-time administrator. "We didn't want to hire a full-time MIS person," says Quebecor's Pete Tracy, who oversees the Vermont facility's MIS operations. "We had an

administrator (in Kingsport) who could handle most things through the wide area network. The rest we would outsource to EMF." EMF's proposal included scheduled on-site system administration visits, with telephone help desk services and on-site hardware and software support available whenever needed. The plan also included a block of time that could be used for moves, changes, and upgrades as required.

Most of Quebecor's needs were met with just two administrative visits per month. They could call EMF for support at any time and get a call back within one hour from EMF's Technical Support Group.

"Many calls are resolved over the phone or by dialing into the system," according to George Osborn, EMF's Technical Support Manager. "For problems that require on-site help, customers can decide whether to have EMF dispatch a technician immediately or if the problem can wait

for the next scheduled visit. For planned changes and upgrades, EMF assigns project managers."

Quebecor's support plan enabled the Brattleboro plant to grow its operation without hiring any technical staff. With EMF's assistance, the time required to manage the information system was reduced substantially; and that suited them just fine. ♦

"We didn't want to hire a full-time MIS person. ...we had an administrator who could handle most things through the wide-area network."

- Pete Tracy, Quebecor World Vermont

EMF Inc.

HEADQUARTERS
60 FOUNDRY STREET
KEENE, NEW HAMPSHIRE 03431
PHONE: 1-800-992-3003
FAX: 1-603-357-9442
E-MAIL: sales@emfinc.com

An Affiliate of **ISSI**