From IT Complacency to IT Peace of Mind

Among all of the tasks and responsibilities a business owner must manage, the IT infrastructure typically receives the least amount of attention while being one of the most critical components of most businesses.

t is easy to become complacent in managing your IT infrastructure, as most systems will limp along with little to no maintenance. This can give the business owner a false sense of security as any number of mishaps can cause a lengthy and critical outage for the business. Most critical shortcomings in an IT infrastructure are not identified until after a major catastrophe happens. Business owners need to take proactive steps to manage and maintain their IT infrastructure to both improve efficiency and prevent unplanned downtime in the office.

A retail customer contacted TeamLogic IT to help them troubleshoot and resolve issues with slowness in their primary point of sale application. It had been noted that the previous IT provider had not been onsite in over a year. The following list of maintenance items were all contributing factors in their poor system performance:

- Although all new workstations were recently installed with Gigabit networking, the backbone to the network had never been upgraded and all systems were still operating at the slower 100MB speed.

- The point-of-sale system depends on a back-end database that is hosted on a server. All databases typically require some minimal maintenance to operate efficiently. No maintenance had been performed on their database since installation. As a result, customer transactions were taking upwards of a minute to complete.

- The server hosting the database also requires maintenance. Heavily utilized disks such as ones hosting a database quickly become fragmented over a short period of time. Once heavily fragmented, system performance quickly degrades.

In one afternoon, TeamLogic IT was able to greatly improve system performance by replacing all network switches with Gigabit equipment and performing the much-needed server and database maintenance. In addition, although the customer had been regularly switching the backup tapes, a successful backup of the server had not been performed in over three years. A configuration problem had been preventing the backup from running successfully and no one had ever checked to see if it was operating. TeamLogic IT implemented a new business-grade data backup strategy to ensure daily backups of critical data.

TeamLogic IT also reviewed the size and amount of workable downtime the customer could handle to come up with a disaster recovery and periodic maintenance plan going forward. This took the customer from a slow, inefficient and potentially precarious state, IT-wise, to a near bulletproof level of operation.

Move forward with **The Color of Confidence**®.

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