



**Client: Wendella Boats**

### **Background**

Wendella Boats is a family owned business, currently in its third generation. As software and Internet-based applications catch up with their industry, IT support for Wendella's systems had grown beyond the manager's comfort level. Wendella saw an increasing need for the ability to share documents from a single location and backup those documents regularly. The manager at Wendella contacted Net Works Consulting Resources, Inc. to come in and complete a Gap Analysis on Wendella's hardware and systems.

### **Diagnoses**

Net Works Consulting Resources, Inc. (NWCR) was contracted and retained to assume Wendella Boat's IT support responsibilities. The first task at hand was to collect data on the network, meet with the key decision makers, and come up with a GAP analysis detailing the current state of the network and the organizations future goals. From this analysis, NWCR was able to propose and implement a phased approach which served to bring the firm's IT systems to the point where they would facilitate the organizations growth needs rather than impeded upon them as they had been doing.

### **Treatment**

Net Works Consulting Resources, Inc. (NWCR) recommended a new server to provide domain level security and a firewall to keep the network secure. This resulted in Wendella's purchase of a new server and firewall to secure their data and provide a single point of backup.

NWCR also was able to simplify the network by standardizing drive and printer mappings. Employees can now find files quicker and easier and know exactly which printer they are printing to in exactly which office.

Wendella Boats had no form of backup prior to contracting NWCR. NWCR has since been able to provide them with a continual data backup solution utilizing NWCR's data vaulting technology.

Their second office at the docks was connected via a secure tunnel enabling the sales portion of the business to be tied in directly to the domain and server. This served to secure the business further and provided the basis for which they were able to move to a new ticketing system.