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Denver based Escrow Company - 75% reduced monthly costs, and 99.999% uptime

SITUATION: An under staffed escrow company found critical business applications were unavailable or extremely slow during peak times or the day, or unavailable completely other times.

A veteran escrow company nears 100% uptime after implementing a firewall, small business server to centralize network management, simplify file sharing, backups, and e-mail. Additionally in-house office staff was reduced when remote capabilities were implemented allowing certain positions within the company to work remotely. Identifying network congestion, causes of downtime and other network inefficiencies resulted in increased opportunities as existing staff was more efficient working. Overall monthly costs were reduced 75% using existing hardware and implementing a firewall for security.

MEASURE: To reduce Monthly IT costs by using existing hardware more efficiently.

KEY STRATEGY: Centralize management of all PC's to a single server managing software applications, software installation, usernames and passwords. Configure hardware firewall solutions for security and remote access.

ENGINEERED PROCESSES: Live Consulting helped the company get a control of the IT management by:

1. Documenting existing network infrastructure and maintaining documentation throughout project with usernames, passwords, services,
2. Implement and configure a firewall to lock out unwanted network traffic, and allow remote access securely.
3. Configure small business server to utilize its full potential including Exchange Server for e-mail, DNS, DHCP, and installed centralized anti-virus solution, spam filtering, remote backups,
4. Implemented monitoring on network and applications for immediate notification of network issues, applications issues, or load issues on any device.
5. Configure network application on server for maximized performance from centralized location. Reducing maintenance costs, license requirements and renewal costs.

With several IT consulting companies efforts prior to Live Consulting involvement the company executive staff saw a 75% reduced monthly reoccurring cost base, and a 33% reduction in maintenance costs. From the point of implementation for the next 6 months and counting the company say 99.999 uptime of business critical applications and services.

RESULTS: In less than six months, the company:

- **Monthly IT Costs** – they discovered unnecessary expenses that were being paid on a monthly basis.
- **Increased uptime** – staff was able to focus on deals rather than network systems, and uptime.
- **Improved reporting** – monthly uptime reports and network documentation helped executive staff know what they were paying for and why it was important to the business.
- **Remote Access** – reduced in office staff reducing space requirements for staff.

Live Consulting maintains monitoring, supporting and management of this companies network.

Know your business and focus on your business. IT should be a tool, a tool to help you succeed and increase profit.