

## Partner Case Study



**Total Network Support has worked alongside Oil Patch Containers (OPC) for many years as their preferred I.T. provider assisting them in achieving their I.T. business goals. OPC are providers of Cargo handling equipment designed and manufactured for the Offshore Industry.**

TNS approached an existing client, **Oil Patch Containers (OPC)**, and advised them of the risks involved in not having a central storage location and backup solution for all their critical business data. While discussing solution options, it was mentioned that the client would like to access a certificates database from a remote site. Microsoft Windows Server 2003 with Terminal Services was suggested and advised as the most appropriate solution. OPC was very happy to go with TNS's recommendations.

*"Together we have defined solutions which have alleviated the concerns held by management over levels of accessibility, back-up, storage facilities and security. With the implementation of the technology improvements we have been able to improve our productivity, and efficiency in providing our clients with the information they require."*

**Geraldine Mirabella**  
Administration and Finance Manager

### Business Situation

OPC had a problem accessing system data from a remote location. The staff needed a connection to the Melbourne database from Barry Beach (near Wilson's Prom), but were instead utilising workstations connected to a router. As a result, all company data was being saved in different locations and highly sort after information was not accessible by everyone, nor was it backed up. These files needed to be stored in a central server location and obviously required an appropriate back-up solution.

There are seven users in Altona, three in Docklands, and one in Barry Beach (though others travel to Barry Beach) who all needed consideration for this job. The user based in Barry Beach was unable to access any data or files and had to travel to Melbourne or rely on workstations connected to a router. Clearly a difficult situation to work with for everyone at OPC.

### The Solution

TNS, OPC's trusted I.T. Business Partner and Microsoft Gold Partner, recommended an upgrade to the business' I.T. processes. Together the companies reviewed options for a month, with the goal of finding a system that met OPC's requirements. OPC soon decided on Microsoft Windows Server 2003 with Terminal Services to allow secure and remote access to applications and databases. As well as a software refresh, OPC completely upgraded its server hardware. They chose TNS to carry out the implementation because of the company's superior skill levels and attention to detail.

### The Benefits

The advantages of the new system and upgrade came quickly. Head Office staff and remote users instantly benefited from the superior accessibility and reliability of the new solution. Productivity and efficiency well and truly increased. Team collaboration and distribution of shared information improved. Staff members are now able to communicate far more effectively. Firstly, they can access accurate and up-to-date information because of the Terminal Services technology. Secondly, individuals can deliver live information to anyone on staff no matter where they are located. Finally and very importantly, the back-up files are reliable and can be monitored remotely. So the benefits are multiple.

## The Learnings

The key achievement as a result of the upgrade is that remote sites do not have to work at a disadvantage. All staff can access company information and documents at all times. The communication paths have opened up dramatically.

## Technical Challenges

The main challenges of this task involved dealing with numerous databases, the remoteness of the Barry Beach branch, multiple access points, and the linking of database access and overall back-up facilities.

## Implementation Highlights

Two major highlights following the implementation have been the flexibility OPC now has with training and of course, the cost reductions that stem from this. Being able to access databases from multiple locations has made training of remote staff far more efficient and less expensive. Cost savings have also been achieved by removing the need for numerous phone calls, faxes and postage to transfer the relevant information to our offsite facilities.

## Moving Forward

OPC is very happy with the solution, and given the size of the organisation, aren't looking at moving from their current solution. Should their requirements change, an Exchange/SBS server may be a possibility in the foreseeable future.

## Overview

### Partner Profile

Total Network Support (TNS) is an Australian owned and operated organisation established in 1992 to provide quality, cost effective Information Technology support to small / medium enterprises. TNS is a Microsoft Gold Certified Partner and has achieved the Microsoft Small Business Specialist Certification.

They also partner with Cisco, Hewlett-Packard, Telstra and other major technology providers to provide the best value in the small business markets.

TNS is also a member of the Microsoft Advisory Council and was one of the only small businesses in Australia to participate in the Windows Vista and Microsoft Office 2007 Technology Adoption Program.

### Partner Program Profile

- Microsoft Gold Certified Partner – Advanced Infrastructure.
- Microsoft Gold Certified Partner – Network Infrastructure.
- Microsoft Gold Certified Partner – Information Worker.
- Microsoft Gold Certified Partner – Mobility Solutions.
- Microsoft Small Business Specialist.

### Country or Region of Implementation

Victoria, Australia.

### Industry Focus of Implementation

Manufacturing and Testing.

### Customer Profile

Established in 1998 Total users 11.

Providers of Cargo handling equipment designed and manufactured for the Offshore Industry.

## Services Include

- Engineering and design of offshore equipment.
- Manufacturing and fitouts.
- Sales and rental – short or long term.
- Det Norske Veritas type approvals and certification to DNV 2.7-1.
- Maintenance and repairs.
- Proof load testing and certification.

## Business Situation

OPC wanted to provide its staff in remote locations access to one central database. OPC also needed the capability to store and back up its company information in one place.

## Solution

OPC used the expertise at TNS to implement a system and hardware upgrade. TNS recommended and carried out implementation of Microsoft Windows Server 2003 with Terminal Services, as well as a new hardware solution.

## Key Benefits

- Productivity and efficiency increased.
- Team collaboration and distribution of shared information improved.
- Back-up files now reliable and can be monitored remotely.

## Software and Services

Hardware:

- HP ML110 Server and Ultrium 232 Tape Drive Software.
- Microsoft Windows Server 2003 with Terminal Services.



## For more information about

The Microsoft Partner Program visit [partner.microsoft.com/australia](http://partner.microsoft.com/australia) or call **13 20 58**.

Total Network Support's products and services, visit [www.tns.com.au](http://www.tns.com.au) or call **1300 867 867**.

Oil Patch Containers products and services, visit [www.oilpatchcontainers.com.au](http://www.oilpatchcontainers.com.au) or call **03 9398-3011**.