

International Environmental Engineering Firm out sources IT management functions to Zycom Technology

CLIENT: 

(Kingston, Oakville, Kitchener, Ontario and Cincinnati, Ohio)

“Zycom’s Remote Monitoring and Management Services allows our people to focus on what we do best; providing environmental engineering solutions. We let Zycom worry about the health of our equipment, saving us time, money and headaches!”

DALE WHITE, XCG

BACKGROUND

XCG provides many specialized environmental consulting services including site assessment, remediation, water treatment and air quality to international customers. “XCG is committed to providing senior level expertise and ensure that qualified experts will play hands-on roles in projects from start to finish.”

OUR ASSIGNMENT

- To upgrade the XCG network to better serve its end-users
- Provide better security infrastructure to protect sensitive customer data
- Manage key servers and network devices
- Prevent virus attacks
- Provide outside network connectivity for end-users to access corporate services

CHALLENGES

- Multiple and remote office locations
- Diverse corporate network domains
- Mobile workforce

WHY MOVE TO ZYCOM’S MANAGED SERVICES

Fast Implementation

Higher Levels of Security and Reliability

Lower Operating Cost and Improved ROI

Increased Efficiency of In-house Resources

Better Systems Performance

Less Downtime = Better Customer Service

Greater Peace of Mind!

OUR SOLUTION

Over the past three years, we have continuously improved XCG’s network and server infrastructure to enhance security, provide stable application services and connect users to the data they need wherever they are. We continue to remotely monitor and manage key network devices such as routers, servers and applications (such as anti-virus) to maximize the availability of data and applications to the end-users.

- **IMPLEMENTED NETOPIA ROUTERS**
- **DEVELOPED A SECURE INTERNET TUNNEL SOLUTION** to allow remote users to access XCG IT resources and inter-office communication.
- **IMPLEMENTED A DESKTOP AND SERVER MANAGEMENT TOOL**
- **IMPLEMENTED A REMOTE MONITORING TOOL**
- **IMPLEMENTED AN ANTI-VIRUS MANAGEMENT TOOL**
- **PROVIDE CONTINUOUS SYSTEM MONITORING** of key network elements



ZYCOM
Technology Inc.

For more information about Zycom Technology Inc., visit us online at www.zycomtec.com or call 1-866-549-6558