

# Case Study

## Neal Brothers

*Managed Services Enable Neal Brothers to Conduct International Business without Interruption*



### RESULTS

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- + All critical devices proactively monitored and managed 24/7 for increased network security
  - + Comprehensive business continuity solution through IMS' Backup service
  - + Office 365 keeps the team connected across the globe
  - + In-depth end user support
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*"The IMS team gives our organization great support. They are knowledgeable, responsive and thorough - and all of this at an excellent value."*

- Darryl Griffin, Managing Director of North America for Neal Brothers

### THE CLIENT

Neal Brothers is a logistics company that specializes in global export packing solutions with a portfolio that includes the energy, oil & gas, mining, electrical, machine tool, automotive, construction and government sectors worldwide.

### CHALLENGE

Despite their size and stature, Neal Brothers had been partnering with a small IT company that was unable to adequately service their entire organization. As a result, they experienced slow response times and faced ongoing unresolved issues. On top of that, their network lacked the level of security that a logistics company with international connections and interactions requires. With such a wide span of global partners, Neal Brothers needed an experienced managed services provider that could support the vast amounts of data they transmit on a daily basis.

### SOLUTION

Neal Brothers decided to partner with IMS Solutions Group because of their expertise and track record of providing excellent customer support. An initial needs assessment by IMS uncovered that implementing Infrastructure Management, Backup and Microsoft Office 365 services would enable Neal Brothers to conduct their business without interruption.

Neal Brothers was able to leverage IMS' Strategic Guidance service to help design and execute the right technology plan for their needs. Infrastructure Management provides proactive monitoring and management of Neal Brothers' critical devices to detect and remediate performance issues and network difficulties in real-time, plus keeps network security up-to-date with patching, anti-virus and penetration testing. As a comprehensive business continuity solution, IMS' Backup service ensures the organization's data is available for instant local recovery and replicated offsite for cloud recovery. Finally, the addition of Office 365 gives Neal Brothers' team members access to all of their data, documents, calendars and contacts from any device, keeping them connected across the world. Should employees need assistance, the IMS Service Desk provides multi-tier support to all end users.

### RESULTS

Neal Brothers' systems are now running at an optimal rate, and with a comprehensive network security solution in place and 24/7/365 availability, their team can deliver on their mission of providing exceptional service. Since forming the partnership, Neal Brothers has been able to focus on growing their business, while leaving technical issues to IMS Solutions Group.