IT Managed Services Solution

Midwest Retailer Sold on ITS After Successful Emergency Reimage of 2,000 Devices

Customer Challenge

"It was a situation where the urgency was obvious," recalled Rob Tapp, Director of Client Computing for ITS. "We put down the phone and immediately got to work."

One of the leading farm and home retail chains in the Midwestern U.S. needed help. Following a security change that adversely affected all Microsoft Windows systems, including point-of-sale systems, workstations were not able to properly communicate with back-end systems. Additionally, if the workstations were rebooted, there was a high risk of system failure and/or data loss.

"The retailer came to us based on our endpoint computing expertise," noted Tapp. "They needed emergency assistance to solve the problem. They knew, for example, that if a power outage at a store caused its POS devices to go down, all their data could be lost. At least one store had already begun writing sales receipts by hand, out of caution."

ITS Solution

Within hours, the ITS Client Computing group was deep into its analysis. ITS' preferred relationship with Microsoft gave them access to high level Microsoft engineers; together, the companies determined that the root cause was a simple change performed to the security settings of Microsoft Windows systems. The change propagated quickly through the organization and was applied to all computers within minutes.

The only solution identified by ITS and Microsoft was to build a new software image for each affected system type, and reimage every workstation manually. It would be an immense task: each of the company's stores housed one server plus 8 to 20 workstations. Over 100 stores spanning nearly a dozen states would have to be serviced onsite.

ITS immediately began assembling implementation teams. Seven groups of field technicians, assisted by engineers at the central office, were assigned to execute the large amount of imaging and configuration work needed. "Each team was capable of reimaging at least one store per day," commented Peter Chirchirillo, IT Services Manager. "Some of our people worked 60 to 70 hours per week to complete the re-imaging process."

AT A GLANCE

- Major farm and home retail chain
- Security change adversely affected all Microsoft Windows systems
- ITS called in to triage problem
- Emergency reimage effort initiated within 24 hours
- Successful rebuild of 99 servers and nearly 2000 Windows workstations and POS systems, restoring normal operations in just over a month's time

Bottom-Line Success

In just over one month, ITS' Client Computing team had reimaged 99 servers and nearly 2,000 POS systems and workstations. ITS staff remained available through the following month for technical support; in addition, the retailer requested that ITS do a review of its IT perimeter security, from which multiple recommendations were made.

"At a critical time for our stores, ITS stepped in and remediated our situation very quickly," stated the retailer's chief executive officer. "We were impressed by the professionalism, expertise and responsiveness of the ITS team. Innovative Technology Solutions ensured that our operations continued without interruption—and that our data remained timely and secure."

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>
> – Chief Information Officer

To learn how ITS can impact your bottom line, visit www.innovativetech.com

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