

# S U C C E S S S T O R Y

CLIENT: *East Air Corporation*

*A leading distributor of airplane parts and services*



## C H A L L E N G E

Located close to Teterboro Airport in New Jersey, East Air has been steadily growing its business. However, its technology platform continued to age and was not providing the reliability level or collaborative capabilities the business needed. Increasing customer demands for faster communication and service, including more responsive email and electronic communications, were driving East Air to upgrade its systems.

## S O L U T I O N

QTS was brought in to upgrade the network and begin building a platform for future growth. Starting with Microsoft Windows Small Business Server 2003, QTS built out a highly reliable network platform and migrated the company's email to Exchange Server 2003, leveraging Outlook WebAccess and Exchange ActiveSync to link in mobile employees. QTS then upgraded the company's Quantum ERP system to Windows Server 2003 on new HP hardware, improving performance, reliability and management. After some time to absorb these changes, East Air was ready to enhance its remote access



## C L I E N T   Q U O T E

*"QTS stepped in and helped us align our systems with our business goals quickly and effectively. The projects were completed on schedule and within budget. Knowing QTS is there to back us up lets me focus on my business, and not worry about our computers."*

*John Nepola, President/CEO  
East Air Corporation*

## C L I E N T P R O F I L E

*Industry: Distribution  
Size: 30 employees  
Location: Hackensack, NJ  
Technologies: Microsoft  
Windows Small Business  
Server 2003 with  
Exchange Server 2003,  
WSUS, Symantec  
Antivirus, HP Servers  
and Cisco Infrastructure*

capabilities, and QTS implemented a Windows Server 2003/Citrix MetaFrame Presentation Server/Access Gateway platform with RSA Security token strong authentication to provide highly secure remote access to East Air's network and its business applications. QTS has been providing second-level IT support under its QuikAssist support plan, and East Air's network has been running reliably and faster ever since the upgrade.

## R E S U L T S

QTS was able to quickly resolve lingering network problems with the upgrade, and provide a highly reliable platform for East Air's business. With QTS backing up East Air, the staff was able to focus on the business rather than on technology issues. This has allowed the East Air team to focus on keeping their customers' flights going – **Worry-Free!**



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*Providing  
Worry-Free  
Network  
Solutions!*