

## Skyway Canada & XBASE Technologies - A Case Study

When I arrived at Skyway, I quickly determined a lot of work would be required to improve the current state of the IT infrastructure at the time. Skyway was in a workgroup environment and not taking advantage of the services a domain-based network would provide and furthermore, IT best practices were not in place. Users were logging in locally to their PCs, there were no file and print servers in production, data was not being backed up properly, servers were being both over-loaded and under-utilized, inappropriate hardware was being used, and the list went on.

I was the only IT resource and I was very busy trying to document the environment while trying to put out “fires” at the same time. As a result, I spoke with several managed services providers regarding an infrastructure audit but was ***particularly impressed with XBASE’s professionalism and the level of detail and scope of their audit plan.***

XBASE was able to quickly come in and perform the work I needed and identify all issues and recommend areas of improvement based on their criticalness. In just over a year, and with the assistance of Xbase, Skyway has virtualized almost all of its servers including exchange, BES, application servers, and domain controllers which also includes file/print server and DHCP services. The migration of our ERP system to Citrix and a proper backup strategy has also since been implemented. As a result, ***our infrastructure is more stable, secure, easier to manage, and more importantly, we are better prepared for disaster recovery.***

As part of a managed services agreement, XBASE also manages all of Skyway’s servers, our corporate antivirus solution, spam filtering, remote desktop control software, our corporate backup solution, and a list of other essential ***services at a fraction of the cost needed to keep a team in-house responsible for all of these services.*** More importantly, I am able to focus on other responsibilities such as policies and procedures and exploring alternative IT solutions that Skyway can take advantage of.

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