

COMPANY CASE STUDY

RKS Sales: Auto Electrical
Wholesalers and Suppliers



SUMMARY OVERVIEW

Project Scope

- Upgrade servers
- Improve network speeds
- Migrate SIP PBX to NBN
- Add redundancy to servers
- Migrate email to Office 365
- Add offsite backups

The Accel IT Solution

- Network infrastructure overhaul
- New server hardware
- Office 365 migration
- Managed IT services

ABOUT RKS SALES

RKS Sales is a well established importer, wholesaler and distributor of auto parts. They service industrial clients, vehicle manufacturers, and the auto electrical industries.

The team at RKS Sales is committed to offering their customers exceptional sales & technical service, and industry-leading order turnaround.

Sourced from leading manufacturers and suppliers, they carry over 20,000 SKUs to meet the ongoing needs of Australian and international customers.

SUMMARY

RKS Sales contacted Accel IT needing a solution that would improve their IT systems' reliability and performance, and that would allow for future growth.

Accel IT implemented a range of changes that made dramatic improvements including:

- Increased system performance and reliability
- Improved transparency of IT systems
- Clearer backup and recovery procedures



"We are thrilled with the outcomes that Accel IT has achieved. They made each step in our IT uplift project easy and clear. Each item was delivered as promised, and there were no surprise costs or charges."

- Steven Sojka

Director

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CHALLENGES

The majority of the existing infrastructure was nearing end-of-life, which posed a risk in terms of performance and reliability. While upgrading the database, exchange, and other services was fairly straightforward, it needed to be done in a way that did not result in any interruption to their operations. The solution was to carry out the work after hours.

SOLUTIONS

The first part of upgrading RKS Sales existing infrastructure was migrating active directory, exchange on-premises, and SQL Server data from the old physical server to the new VM environment.

Once the new server was successfully migrated, we launched our AccelMSP+ management and monitoring software across the entire network through the server. This allowed us to identify issues such as hard drive failure, abnormal temperatures, and devices that are critically outdated.

RESULTS

There were a lot of moving parts in this project, and Accel IT delivered everything on time. Network bottlenecks were identified and addressed, software has been successfully migrated, all outdated machines were upgraded, network security has been tightened, and many other improvements applied.

Accel IT provides ongoing managed services to RKS Sales, supporting all staff members, servers, and network devices so that RKS Sales can just Leave IT with us.



Managed IT Support

CONNECTING YOU, EVERYWHERE

The Company New
Strategic Solution
Generate Significant
Performance

Imagine having your own in-house IT at a fraction of the cost. We will monitor and maintain your network infrastructure and computer systems around the clock.

24/7 Monitoring



We use the latest industry-leading remote monitoring and management technologies to establish diagnostic protocols for your critical business IT assets.

Our 24/7 active network operation centre will be notified automatically when an issue arises and take the necessary action to resolve the issue promptly.

No Lock in Contract



We are so confident that you will love our service, that we don't need to lock you in a contract. If you're unhappy with the service provided, you are free to leave at any time.

Multiple Technicians



With multiple IT experts, you can be rest assured that your systems will be solved remotely behind the scenes and withing the agreed SLAs. Our technicians are so adverse that we can handle almost any technical issue thrown at us.



"Accel IT has invested heavily in developing our internal systems. This is what gives us the edge over the competition in delivering IT services that put clients first."

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Accel IT Pty Ltd

For more information, visit www.accelit.com.au or
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