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Street Fleet

Street Fleet reduces downtime with improved domain servers

Street Fleet has contracts with thousands of companies to perform regular deliveries and relies on its Web site for customers to schedule and track them. When the company's Web site would go down, customers were unable to place orders online, creating additional calls and data entry for staff and customer follow-up. With an upgraded domain on Microsoft Windows Server and a new database infrastructure, the company reduced its site failure rates.

Business Needs

Street Fleet's domain was operating with a single server Microsoft Windows 2000 Domain and a failing tape drive. The company had experienced simultaneous server failures, which caused several days worth of system down time including online order entry. Much of the business comes from customers placing real-time orders on the internet, so any down time significantly affected profitability and productivity. When online scheduling is unavailable, customers have to place and track orders via phone, which is time consuming for both parties. Data has to be reconstructed manually by staff and customer service representatives must engage in significant follow-up to ensure customers' satisfaction and reassurance during and after an outage.

Solution

Olsen Thielen Technologies worked with Street Fleet to create and install disaster recovery solution. Olsen Thielen upgraded the company's domain to Microsoft Windows Server 2003, added a second domain controller, upgraded the database infrastructure to Microsoft SQL Server 2005, and implemented database mirroring. Street Fleet was able to take advantage of the disaster recovery planning immediately, as the company now had an automated backup plan in place.

Benefits

As a result, Street Fleet is able to promote its disaster recovery plan as an asset for the company and as added reassurance for its customers. The company has been able to reduce the resources set aside for disaster recovery because an automated system is now in place, minimizing the need for staff to take orders via phone during an outage. "It's difficult to measure the impact of a future breakdown because it's unpredictable, but peace of mind is priceless," said Joe McGraw, president of Street Fleet. "The system is better designed to handle outages, freeing up our staff to focus on our top-notch customer service for same-day deliveries that we built our reputation on." As well as providing for disaster recovery and redundancy, the upgraded systems have allowed for better overall system performance. Street Fleet is well-positioned to keep systems updated without incurring any additional downtime. System redundancy is significantly increased due to its design.

“ Street Fleet increased efficiencies and process improvements that allow us to outpace customer demand for error-free, rapid deliveries. ”

Joe McGraw
President
StreetFleet

SOLUTION OVERVIEW



EMAIL LINK

Organization Size: 25 employees**Organization Profile**

Street Fleet provides courier service for same-day delivery in Minnesota's Twin Cities and surrounding areas. The company offers around-the-clock, on-demand and scheduled deliveries.

Software and Services

- Microsoft SQL Server 2005
- Microsoft Windows Server 2003

Vertical Industries

Materials Handling

Country/Region

United States

Partner(s)

Olsen Thielen & Co. Ltd.

