

## National HMO Success Story

Support for 35 macintosh computers in the creative services department

Creation of a 10/100 intranet built within the structure of the corporate 10-base-t network. this included wiring a local work area with category 5 wiring, terminating all connections, designing structure and installing a 10/100 hub, in addition to a 10/100 bridge.

Design, installation and support of a server environment, featuring an apple network server running AIX, along with support of dual raids.

Design, implementation and support of DLT backup system.

Design and implementation of a preventative maintenance cycle to provide maximum uptime for the users. included creation of "emergency recovery disks" and monthly implementation onsite of routines designed to identify problems before they interfere with the artists, as well as optimizing each machine for peak performance.

Creation of a database of all installed software applications, including serial numbers. Assisted managers in identifying which applications were not within compliance with licensing restrictions, Assisted managers in obtaining site licenses where practical to simplify serial number management; secured annual software maintenance contracts which enabled management to budget maintenance costs for major programs, as well as reduce costs on an annual basis

Sourced, installed and trained staff on "pre-flight" software assisting staff in identifying problems which were causing their work to fail in the imaging or film-creation process. Reduced costs and enabled staff to better meet deadlines, as well as create a better end product.

Provided day-to-day on-call support to staff, assisting by telephone when possible, and on-site as needed in resolving equipment and/or software issues. Services included support for desktop units, server, raid units, backup tape units, scanners, printers (color and black/white), removable media units (zip, syquest, magneto-optical, cd-rom burners), network hardware (network cards, hubs, bridges, wiring), special peripherals (trackballs, custom keyboards, tablet input units, label printers)