

RW Electric Managed Network Services



Established in 1967, R. W. Electric is a family owned business and is also one of Eastern Ontario's most recognized electrical contractors. Originally serving just the home market with 2 employees, they have expanded into a full service electrical contractor with 18 staff who provides service to residential, industrial, commercial, and institutional customers. R. W. Electric offers clients a wide range of services through its diverse operations. These include installation and maintenance of pole lines, submarine cables, outdoor/indoor lighting, underground locates, and traffic signals & street lighting. Their equipment fleet is comprised of service trucks, bucket trucks, a backhoe, auger trucks and a mini excavator, and they even have two barges for island work. Although the company has grown substantially since its early years, R. W. Electric still adheres to their genuine commitment of delivering to their client's quality workmanship, prompt service and good value for their money. The next time you see crews working on signal lights or street lighting systems, chances are you'll see the RW Electric Inc. logo on the truck.

The Need

RW Electric had grown to the size where they needed help to manage their network and didn't know how to proceed. They were experiencing issues that are shared by many companies who have always tried to manage their network in-house, and who didn't have the IT expertise. As they grew, they were purchasing computers to meet their current needs, without planning for the future of their network. Their email was hosted by an outside service provider and was difficult to manage. They were concerned with people getting unauthorized access to files on their network. Their Office Manager had become the "go to" person when any of the staff were having problems with their computers, programs, and network. She was experiencing many interruptions which were affecting her ability to handle the daily affairs of the business. When problems did occur, they would generally bring their operation to a standstill until they were solved. They also needed to be able to share their Outlook calendars for scheduling of staff, and needed to integrate a new office in Almonte into their network.

How did Micro Market Help?

We made recommendations that would help them get their IT resources under control. We installed a Microsoft Small Business Server with Exchange to move them into a networked environment. This allowed them to share their Outlook calendar, manage their email more effectively, and to manage the security for accounting files and other sensitive data. We also installed Microsoft Terminal Services to allow their staff to log in remotely and access the network from anywhere. This also enabled their staff in Almonte to securely log in and work locally, send and receive email, and access company files as though they were in the office in Kingston. RW Electric also signed up for our Platinum OnServe Program which allowed their Office Manager to concentrate on activities which were important to her, and that would help them grow their business. Through OnServe, they are also receiving unlimited onsite and remote support, strategic guidance, and network planning which will maximize the use of their IT investment, and help them move into the future. Their owner, Bob Hodgson, has expressed that he has always been looking at better ways to use new technology, but the time involved in researching how to implement it was very cost prohibitive. "With OnServe, I now have the resources to help me make the right decisions."

Call (613)634-8125 for information how Micro Market can help you!