

Client Profile

Kendrew Distribution Services Limited
140 Marycroft Ave, Woodbridge ON



With over 25 years as a GTA industry leader, [Kendrew Distribution Services](#) has proven to be an elite logistics and transportation partner for many of the major corporations and municipalities throughout southern Ontario. Handling daily distribution for the largest newspaper companies in the country is no simple task and handling the volume of information in a timely manner is made to look simple. Rolling out municipal recycling and waste management bins requires a vast network of operators working in unison to ensure project goals are met. When it comes to these types of projects, no one does it better.

Business Situation

In an ever-evolving marketplace that demands quicker response times, tighter delivery windows, and a more agile partnership reliance on technology has never been more important. If you factor in that clients expectations are ever growing, while also demanding more cost-controlled solutions, you could say that technology has become critical.

Facing the reality that their in house IT personnel had not been keeping the technology current, Kendrew Distribution sought outside expertise for an assessment of their current situation and requirements to keep them in a strong position within the business landscape.

The first company enlisted by Kendrew passed off a shoddily performed & presented audit report at the cost of \$1,500 spelling doom and gloom and recommending a complete overhaul and replacement of their entire infrastructure.

[Nanotek Consulting](#) was contacted to provide a second opinion. A cursory analysis of the work presented determined that although some items did require an urgent response, there was no need to replace the sum total of the electronic assets.

Technical Situation

The main file server which was also the primary domain controller was hanging on by a thread with no viable backup in place. Kendrew had been told that an entire day of lost production would be required to carefully backup the server and have a restorable image.

Google Mail was no longer able to adequately service the growing requirements of the communication demands being placed on the company both internally and externally. Backups were lacking and unreliable at best

Aging desktops were no longer reliable nor powerful enough to manage the growing number of projects as well as meet the needs of the current day to day operation.

Remote connectivity between branches was becoming an exceedingly important need for accounting and collaboration. Weak wireless signals were leading to frustrating experiences as was the overall low connection speed of the legacy T-1 internet connection.

Solution

At commencement of our second meeting, we deployed a [virtualization](#) and conversion technology that not only converted the server from physical to virtual but also snapped a reliable, mountable, and fully functional virtual server. This was carried out in a fraction of the time stated in their original proposal and without a single minute of downtime.

A loner server was deployed to house the new virtual server until such time as the replacement hardware could be procured and implemented.

With a solid new foundation from which to work, a new Microsoft Exchange 2010 server was quickly created and the Google mail was replaced with a true enterprise solution. Webmail was also configured and all 3rd party certificates registered and installed for verification. The remaining SQL server was converted to virtual and [optimized](#) to improve performance.

A comprehensive block level [backup](#) system was implemented to protect both physical and virtual servers alike. A centralized management and monitoring solution was created with alerting that notifies support staff of backup failures, verification or replication failures. Backup base images were transported offsite where incremental images are automatically transferred and merged with the base images at our off site data center.

A migration plan was devised and commenced whereby the soon to be end-of-life windows XP desktops were replaced on a priority basis starting with management and power users trickling all the way down to the warehouse floor.

An additional Accounting and CRM server was built in the [cloud](#) to allow access from multiple divisions simultaneously as well as providing remote functionality for home users and traveling staff.

A Cisco wireless base controller was installed with 2 access points throughout the building. Separate SSID's were established for employees while a simplified and restrictive connection was established for guests and mobile devices. The internet was consolidated in to one fiber connection managed by an enterprise grade security appliance.

Benefits

Kendrew Distribution Services continue to expand their offerings while the scalable infrastructure grows along with them. The stability and flexibility allow for agile business decisions and give them the confidence they need to continue pushing the envelope in this extremely competitive industry.

Servers are protected like never before both locally and offsite where incremental images run every 60 minutes during business hours. The security at the desktop level has been hardened through centralized management and Group Policy. This has not impeded the user while providing management the confidence in knowing that the environment is safe and up to date.

The overall user experience has drastically improved due to the desktop, server, infrastructure, and bandwidth enhancements that were implemented by [Nanotek](#).