



CASE STUDY | FINANCE: RPG Consultants

SITUATION AND OBJECTIVES

RPG Consultants, offers full-service administration, recordkeeping and consulting for retirement and benefit plans. The company has approximately 20 employees with several locations in multiple counties. As RPG’s business and infrastructure grew, they had worked with a few IT service providers. None of the providers were able to keep up with Evan Rapp, a tech savvy managing partner. Over the years they have built a complex IT environment utilizing Exchange Server and Terminal Server, as well as custom applications to help streamline operations. Mr. Rapp knew it was time to upgrade and make changes to their infrastructure, mainly with backup and disaster recovery.

METHODOLOGY

One of the first IT support companies to work with RPG had setup the original infrastructure, others had upgraded and made changes to it over time. At this point, they had two physical servers running all their business applications. Helix Systems knew server availability was a major concern and recommended VMware ESXi to virtualize the environment. We recognized that the server hardware was fairly new and that we could leverage the power of virtualization to consolidate the entire environment on the one physical server and utilize the other server for testing and restoration.

RESULTS

By utilizing VMware to host five virtual servers on one physical server, we were able to provide high availability without buying any additional hardware. For fast and seamless backups, we implemented Acronis True Image Enterprise Server. This allowed us to create full systems images that could be taken offsite and restored to any server. Mr. Rapp was impressed that he could have his entire environment “in his pocket and off-site” on a USB hard drive ready to be restored in case of a disaster.

CLIENT SATISFACTION

“Helix Systems is a pleasure to work with. They provided a flat rate to complete the project and work around our schedules (including weekends and evenings) to accommodate us.”

—Evan Rapp, Managing Partner

“They provided a flat rate to complete the project and worked around our schedules.”



ABOUT HELIX SYSTEMS

Helix Systems is an innovative provider of information technology services for small businesses. We provide managed services, including help desk support, onsite support, and lifecycle management of hardware and software. We enable organizations to reduce their IT spending while improving service to their end users.

CALL US TOLL-FREE (888) 583 8992

