



Reliable Information Technology Solutions

# SOLUTIONS & SUCCESS

## THE INSIDE STORY

<b>Company &amp; Location</b>	Kampen Appliance Service
<b>Industry</b>	Repair Services
<b>Case Study Respondent</b>	Brandon Kampen



**A little bit of downtime every day may not seem like a big problem, but if it's not addressed quickly and effectively, it can soon add up to days and weeks' worth of wasted time in the long run. And when a local repair services company was experiencing 30-45 minutes of downtime every day, they were bleeding productivity, revenue and not able to serve their customers as they should. Read on to learn how we solved this with the help of Microsoft products.**



## **The Problem – \$100,000 Lost Per Day Due to Old, Outdated Technology Causing Downtime**

Kampen Appliance Service is a repair service company for a range of luxury appliance brands including Sub-Zero, Wolf and Cove. With a team of 10 technicians plus office staff, Kampen Appliances serves a wide region surrounding the GTA, from Kington to Hamilton, across the Muskokas and down to the Kawarthas. They also own a parts distribution company for Sub-Zero, Wolf, and Cove, distributing through Ontario and Eastern Canada.

Kampen Appliance Service was plagued by downtime due to outdated technology. Their Microsoft Windows Small Business Server 2008 was shutting down, and they constantly had to reboot it. The server problem was also affecting their ability to operate for 30 to 45 minutes every day. This equates to roughly \$100,000 lost per day due to old, outdated technology causing downtime.

## **What Is The Effect Of 30 Minutes Of Downtime Every Day?**

Consider what this adds up to:

- 30 minutes of downtime per day
- 2.5 hours of downtime per week
- 10 hours of downtime per month
- 120 hours of downtime per year

Even if this were just downtime on a single faulty desktop, that would mean the user loses three full work weeks to downtime every year! – But in Kampen Appliances' case, it was even more serious...

This was server downtime, which means it was staff-wide – if Kampen Appliances had, for example, 8 of their 10 technicians out working, and 3 staff members in the office, that multiplies the daily downtime by a factor of 11!

This quickly adds up to hundreds of hours of downtime every year companywide, during which time staff members are being paid but can't access customer information, can't calculate quotes on the spot, can't send email confirmations, or anything else that requires using their ePASS software or their server.

Every day, the Kampen Appliances staff had to reboot their server a couple of times, incurring at least 10-15 minutes of downtime with every reboot. If you continually have to reboot your server, then odds are, the problem is with your server. This may be obvious - but fixing it isn't necessarily as straightforward.

*"I had issues with connectivity on my server, issues with my server failing, and my Internet failing, so I needed an IT guy," says Brandon from Kampen Appliance... "I just came across Tektonic through an online search... I searched for someone that was going to be close ("IT services Concord Ontario"), and Tektonic was one that came up — Plus they had some decent online reviews. I called and got an answer quickly, and that's where the relationship started. Tektonic isn't the cheapest company, and I'm not saying this in a negative light. But IT is expensive to purchase, and to keep everything maintained and running. We needed a reliable IT partner, so paying a bit more for Tektonic was worth it."*

## **The Solution – Toronto Microsoft Partner Tektonic Recommends Microsoft Technologies to Improve Reliability, Increase Customer Satisfaction & Improve Staff Morale**

How did Toronto Microsoft Partner Tektonic use Microsoft technologies to achieve such a fantastic outcome?

### **Step 1. Migrating from Microsoft Windows Small Business Server 2008 to Microsoft Windows Server 2016**

*"One of the first things that we had to do before migrating was to get the email system from that old business server," says Jorge Rojas, Managing Partner of Leading Microsoft Partner Tektonic Inc. "We started by moving all the emails to the Microsoft server just by using the basic plan for email.*

*When Kampen Appliance Service began working with us, they were using an old Microsoft Windows Small Business Server 2008 that was causing issues. We started by migrating the on-premise exchange to Microsoft Servers, after which we performed a server migration to Microsoft Windows Server 2016.*

*Following the recommendations from ePASS, we also equipped Kampen Appliances with virtualization capability using HyperV, hosting one server with three virtual machines. We handled the migration of the application to make sure it was available for the staff on their new server."*

Providing staff members with up to date information on their customers is a top priority for Kampen Appliances, especially given that their technicians are often on the road, making support calls across their service region, and the rest of their staff is in the office. Both arms of their organization need access to customer data in order to do their jobs. They now have this ability with ePASS and their new Microsoft Windows Server 2016.

As Brandon notes, Tektonic is not as inexpensive as their previous IT support, but by investing in better IT services, Kampen Appliances has largely eliminated the downtime they used to put up with.

*"There's less downtime because my server isn't constantly shutting down to reboot due to a faulty hard drive, which means I don't have to constantly kick all of my employees out of ePASS to reset it," says Brandon.*

Microsoft Windows Server 2016 allows for greater manageability over various computing environments – from virtualized to physical – while ensuring a seamless user experience to ensure productivity throughout the office.

However, this wasn't the only project that Kampen Appliances needed to be handled...

### **Step 2. Getting setup with Microsoft Office 365 Business Premium**

Another issue that Kampen Appliances had was managing their Microsoft licenses across multiple devices. Having only purchased retail licenses for the Microsoft applications they needed for work, it was difficult for them to set up new laptops and other devices.

That's why we suggested that Kampen Appliances upgrade to Microsoft Office 365 Business Premium – as opposed to using the retail version. This professionally designed suite of services offers the capability to add licenses for new hardware as needed.

*"More recently, Brandon has started to up the licenses to get Business Premium because the computers his team were using were old and failing," says Jorge. "As they did, it was difficult for Brandon to find and verify the right licenses to install Microsoft software on the newer laptops, but now, within minutes, he can get the licenses he needs for new hardware."*

Similar to the change that new Microsoft Servers brought to Kampen Appliances, the Business Premium Plan for Office 365 has offered far greater reliability.

"Microsoft Office 365 Business Premium is reliable," says Brandon. "I don't notice a difference when it's working; it's not that it's so much better or so much faster. For the most part, it's been good; there have been no real issues."

Microsoft Office 365 Business Premium offers a whole host of benefits, including file storage and sharing with 1 TB of OneDrive storage, 24/7 phone and web support, and desktop versions of the most important applications they use, including OneNote, PowerPoint, Word, Excel, and Outlook. They're able to leverage reliable email hosting that keeps them in constant communication.

## **How Do Microsoft Technologies Help Kamden Appliances Meet the Growing Demands of the Southern Ontario Marketplace?**

Microsoft Windows Server 2016 enables Kamden Appliances to have better manageability over various computing environments – allowing them to stay productive without glitches or downtime impacting their ability to serve their customers. Microsoft Office 365 Business Premium keeps them in constant communication with both their customers and their colleagues so they're able to answer concerns, relay important information, and above all, maintain a high level of customer service.

As a leading Microsoft Partner, Tektonic works with Kamden Appliances on an ongoing basis – keeping their Microsoft Windows Server 2016 operating at peak performance with regular updates and maintenance as needed. Tektonic also helps ensure Microsoft Office 365 Business Premium is well-managed – assisting with any requirements in regards to adding or removing users and maintaining security against any types of threats.

**As a Leading Microsoft Partner, Tektonic, Inc. knew Microsoft Windows Server 2016 and Microsoft Office 365 Business Premium would help Kampen Appliances serve their customers more efficiently than ever before. They operate without downtime – resulting in more cash-flow and resources available to focus on their business operations.**