



Cedit USA

Client name: Cedit USA

Location: Monroe Township, New Jersey

Initial consultation: February 2007

CATS met with the client at their request and implemented our four-step process:

Assessed: Cedit is a small-to-medium-sized company that imports fruit from Italy, for sale in New Jersey. We met with the owner in 2007 when he was just starting the company. He wanted to use a custom software application called Famous to handle the importing logistics and sales and billing, and needed a complete set up of his IT systems. They basically had nothing.

Recommended: We presented a full proposal that recommended the Windows 2003 small business server, the best business environment at the time.

Stabilized/Implemented: Since this client was a brand-new company, we went straight to implementation. We installed the entire system, including wiring, network switches, Internet, phones and phone systems, email, network server with remote access, PCs, laptops, and multi-function printers for scanning and PDF ability. We created a domain that allowed all the computers to communicate securely and centrally share files, and installed a Sonic Wall firewall for protection. We used MX Logic to provide email filtering and protections as well as backups. It offers 60 rolling days of message storage: in the event of a power outage or disconnection, all inbound and outbound email is filtered and continually spooled. When connectivity/power is restored, the software intelligently synchronizes all sent, received and deleted email back to the primary system, so no message is ever lost. This helps companies that can't afford expensive complex backup systems with minimal costs. We installed Symantec End Point Security to protect the server and desktops, and a traditional backup system to backup and protect their files.

Maintained: We put Cedit under monthly contract and take care of his system with our Ultimate-Care support and Guardian monitoring services.

Client Benefits: They have never had a system failure, security breach, virus, or any downtime, which means no repair costs or loss of business income. The owner is very satisfied; he doesn't have to think twice about his computer systems and is able to focus on running and growing his business. In fact, the business has been so successful that he has outgrown his current space and needs to add staff. Click [here](#) to see this client's letter of recommendation.

Update: Recently, we met with the client to assess his current needs, because the business has grown so much. He is planning to move to a new larger facility—going from 800 to 2200 square feet—and will add employees. We are stabilizing the current system by adding infrastructure to meet his needs until the move, and we are planning for the relocation and growth of his infrastructure. We will project manage the entire network move, working with the architect to build out the new space. We will expand his system capacity and improve function by adding an additional server and upgrading him to Windows Server 2008 and Microsoft Exchange 2007, as well as increasing his security and performance, while accommodating his potential growth.

Moving a client's network is one of our specialties. We have the entire process down to a science. We proactively plan ahead so that downtime is minimized—the client is only down as long as it takes for the physical moving of the equipment. In this case, since he is moving within town, we expect it to be less than 6 hours. We will have the new office completely prepared and ready to go, so that the equipment can be plugged in and connected as soon as it arrives at the new location. And since we use MX Logic, all of his emails will be spooled while he is offline, and then automatically downloaded upon reconnection.