



Company: **Tradewinds Power Corp**

Location: **Miami, Florida**

Industry: **Manufacturing**

Workstations: **96**

Users: **96**

Servers: **23**

Challenges Faced

- Recently lost an IT person which left a large gap in the workload of the IT manager
- 1 Person supporting/managing a network environment of 96 users and 23 servers.
- Concerned with the challenges of hiring and training a new IT person.
- No visibility or central management of the network environment
- No enterprise backup system
- Needed help with securing and stabilizing systems.

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You guys are doing a great job resolving problems and keeping me updated with the changes and solutions provided to our users. I would recommend MCG to anybody that asks me... I cannot express the gratitude I have for having MCG on my side.

- Elio Rego, IT Manager

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Sentinel Managed Services Solution

Backup | Data Protection | Augment Staff | Reduce Spend

Tradewinds Power Corp

“Power When You Need It”

Tradewinds Power Corp is a premier original equipment manufacturer of generators, power units, pump sets and propulsion engines. They manufacture and service diesel and natural gas generators, diesel power units and pump sets, marine generator sets and propulsion engines. Their products incorporate the latest technological features, cover a wide range of horsepower and kilowatts, and comply with all EPA emission regulations, Tradewinds Power Corp is Headquartered in Miami, FL which allows them easy access to Latin America and the Caribbean. They also have a branch in Sebring, FL. which services the Central Florida Agricultural Market and the dealers with parts, service and technical support.

Challenges

Tradewinds lost their IT technician who left the company on a short notice. This placed a heavy burden on their IT Manager who not only had his hands filled with various projects, he was also left to provide support to 96 users and manage the entire environment. To add fuel to the fire, all of this took place while in the middle of implementing a new company-wide, business management software. The IT manager wanted to implement a system wide back-up solution which would allow them to back up all servers but was unable to focus on this critical need, due to the overwhelming workload that he was managing. Upper management was concerned about hiring another IT person who might leave the company and leave them with a gap. Additionally, they were concerned about the knowledge and support limits the new person would have.

Solutions

The Michell team was able to get on board quickly to help manage and support the entire network, which freed up the IT Manager to take care of the projects that needed his attention. They quickly installed a back-up solution which ensured all of their servers were 100% backed-up. The Michell Team improved the overall network security which eliminated the threat of Tradewinds falling victim to viruses such as Cryptolocker. MCG also implemented McAfee's Email Protection which removed the huge spam issue that Tradewinds' employees and executives were experiencing. The Michell Team also installed WatchGuard's web filtering Enterprise Solution, cleaned up the active directory, and resolved all DNS issues which greatly improved the performance of the network, ultimately allowing for faster and better productivity for all employees within the company from the CEO on down.

"My Staff is REALLY happy with your services"
Thomas Tracy, President