



Profile

Mark Machine is a manufacturer of high quality precision orthopedic and medical devices. Their quality products have enabled the company to steadily grow and develop a worldwide customer base.

Business Challenge:

In March of 2006 Mark Machine was acquired by a larger orthopedic manufacturer and their systems required upgrading and integration within a few weeks time. Redwood was approached to help update their networks, provide a secure and stable environment, and integrate their technology systems into a larger global network.

Solution:

Mark Machine's information systems suffered from instability and reoccurring outages. Our assessment resulted in identifying the need for a stable internet connection and dedicated VPN's to their global network, a reliable and extensive email system, and security parameters to assure uninterrupted network operations. Additionally, Mark Machine's PC's were individually configured which caused various efficiency and productivity issues. Redwood implemented central management technology, policies and a standard configuration to allow for remote management of a 20+ PC environment.

Within four weeks Redwood was able to order, configure and setup an Exchange email server. The server was fully tested before implantation to ensure a turn-key solution to their email needs. Furthermore, Redwood optimized Mark Machine's unsafe firewalls for secure performance.

In a 5 day on-site visit Redwood restructured the entire network, migrating email accounts, logon accounts, personal user information, and ensuring that the Mark Machine facility did not lose production time due to the extensive network changes.

Mark Machine