

# Growing Small Business Together

## Case Study

Microsoft  
Small Business  
Specialist

## Business Information Systems

Business Information Systems has been catering to small businesses in the South Carolina area for over 20 years. Initially focusing on software development, Business Information Systems developed the proprietary manufacturing software, UNITY. They expanded their services to offer complete Network Infrastructure solutions using Microsoft Small Business Server 2003. Every staff member is MCSE and MCSA certified, bringing a higher level of expertise to their clients. By engaging Business Information System's Managed Services offering, clients ensure the long-term reliability of their systems. Business Information Systems holds the Microsoft Small Business Specialist certificate.



## Spartan Felt Company Inc.

Spartan Felt Company Inc. manufactures and fabricates felt parts, primarily used to polish products such as beveled glass and jewelry. Proprietary materials are used with wool and synthetic felts to create products such as felt tip markers and polishing pads. Spartan Felt employs 40 employees that specialize in innovative product design, engineering, R&D and cost reduction services. Their highly experienced staff provides exceptional service to world leading clients across diverse industries. Spartan Felt focuses on innovation, continuous process improvement and product quality. Their mission is to provide customers with the very best, on-time, cost effective solutions to meet their exacting needs.



## The Challenge

Spartan Felt had been using the same software product since the early 1980's, using a Novell server with Windows XP Home. They were running 23 workstations on a variety of operating systems, from Windows 98 to XP Pro. The Novell peer-to-peer network required significant day-to-day management, administered by the owner, Hank Ramella. Mr. Ramella wanted to offload the work so he could concentrate on running his business, and enjoyed more personal time. He had difficulty finding anyone capable of supporting the aging technology.

Spartan Felt needed a modern system that was easier to use and maintain. They wanted a network and system that was more self-reliant, with remote access capabilities and better intra-company communications and information sharing. The owner was very tech savvy, and recognized that Microsoft Small Business Server offered capabilities that would give him the freedom he sought.

“

In July 2007, the system will be have been up and running for a year, and to date we have had no problems with it. We follow a weekly routine of downing the server and bringing it back up, and everything is just fine.

”

Hank Ramella  
President  
Spartan Felt Company Inc.

# The Approach

Tom Anderson of Business Information Systems and Hank Ramella of Spartan Felt had been casual acquaintances for many years. Mr. Ramella had spoken with 2 other vendors, but decided on Business Information Systems because they understood the issues, were able to communicate a comprehensive solution, and offered ongoing support. The network infrastructure plan would allow Spartan Felt to achieve their goals of having a modern, low maintenance solution—and enable business to continue without disruption.

Mr. Anderson recommended Microsoft Small Business Server 2003 as the network's sound foundation. The first step was upgrading the desktops that were running Windows XP Home to run Windows XP Professional. That process took place over two or three weeks. Next, Business Information Systems built the Small Business Server 2003, connected all the newly upgraded desktops to the server, configured the setup of all desktops, and transferred the Line Of Business applications onto the server, all in a single weekend. With the new system fully functional, Mr. Ramella was very pleased with the performance and new capabilities. The Microsoft solution offered remote access, a centralized data management system for all Documents, and enhanced calendar sharing and workgroup capabilities.

“

I just think Small Business Server is an enormous value proposition for the client. I'm very passionate about this product. It is the life-blood of my company.

”

Tom Anderson  
Owner  
Business Information Systems

## Microsoft Solutions

- Microsoft Small Business Server 2003 Standard
- Windows 2003 Standard Server
- Microsoft Exchange 2003
- Microsoft Windows XP Professional, 20 Desktops
- Microsoft Outlook 2003
- Microsoft SharePoint Services

# The Benefit

The on-budget implementation of Business Information Systems' solution helped Spartan Felt Company reach its goals of having a more self-reliant network with remote access. With installation only taking one weekend, business was never interrupted. The system now runs trouble free, affording the owner of Spartan Felt the personal time he desired. He can log on to his desktop from home, or access email and set up meetings from his mobile phone, even while on a golf course!

The staff at Spartan Felt Company is more integrated and coordinated. They enjoy seamless email communication, meeting coordination and document sharing from consistent desktops. Spartan Felt Company now benefits from a faster, more reliable system that has increased efficiency and productivity throughout.

For more information on Business Information Systems visit [www.bisinc.info](http://www.bisinc.info) or call (864) 599-1266.

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