



## Case Study – Apple Press LTD

Technology is the backbone for the modern commercial printer, and when Exton, Pa.-based Apple Press needed a reliable managed information technology service partner, they instantly looked no further than Expert Service Providers.

“We are a 24 hour operation and a small computer glitch could mean a complete shutdown for me,” said Apple Press Vice President John Strong. “Zero downtime is absolutely essential for me.”

Expert Service Providers went right to work for Apple Press deploying their Managed Hosted Exchange services to ensure 99.99% server uptime for the firm. Using a real-time performance monitoring system, Expert Service Providers is able to remotely check on the company’s multi-million dollar printing equipment, verifying hard drive space, queue time, memory usage and other data necessary for Apple Press to satisfy customer business requirements.

They also were able to eliminate the need for Apple Press to purchase and manage an onsite email server, handle the cumbersome management of their numerous software business licenses and the time-consuming need to install and update antivirus and spam software.

“We are a small firm, but have 13 servers, basically one for every other person, and 30 work stations across the entire company,” said John Strong, Vice President with Apple Press. “Expert Service Providers was willing to roll up their sleeves and learn all of our different software. They really are miracle workers.”

According to Strong, not only did Chris Griffith and his team at Expert Service Providers handle all of their managed technology needs, they also saved them critical funds that helped the company remain competitive in a tough industry.

“The team at Expert Service Providers is true Green Berets with a ton of technology knowledge,” Strong joked. “With our clients relying on us for important financial and legal material printing, it was important to have a great partner like Expert Service Providers working on our side.”

