

Primus Business Services

MED-ENG SYSTEMS INC.

Med-Eng Systems Inc. relies on Primus for its cost-effective, accessible and flexible solutions.

THE CHALLENGE

Med-Eng Systems Inc. is the world leader in the research, design and manufacture of personal protective systems for Explosive Ordnance Disposal, Unexploded Ordnance, Crowd Management and Personal Climate Systems. The company was incorporated in 1981, and today its suits, helmets and tools are trusted in more than 140 countries and territories worldwide. In 1998, Med-Eng began its relationship with Primus by selecting Primus as its Internet Services Provider.

As Med-Eng grew and prospered, it became necessary to reexamine its entire internal IT infrastructure. With dozens of customers spanning every continent, Med-Eng needed to reconfigure its network to comply with its Disaster Recovery and Business Continuity Plan to ensure secure, reliable and continual access to its network. Ultimately, the personal protective systems manufacturer needed to partner with a provider that could offer Med-Eng the cost-effective services and support it required to fully leverage its IT systems.

THE SOLUTION

In December 2004, Med-Eng significantly expanded its relationship with Primus Canada. The organization invested in a 100 Mbps private fibre link between its head office and Primus' Internet Data Centre, creating a fully collocated IT environment, and offering Med-Eng secure network access 24 hours a day, 7 days a week.

Med-Eng also invested in around-the-clock monitoring and maintenance of its network systems. Primus' team of professionals now monitor the entire Med-Eng network to ensure that any problems or issues that could potentially hamper the quality of Med-Eng's network are identified and managed immediately.

"From an IT perspective, our objective is to ensure we have secure and reliable access to our network, 100 per cent of the time, while keeping our costs as low as possible" said Scott Harris, Manager, Information Technology, Med-Eng Systems Inc. "Primus gives Med-Eng a cost-effective solution that accommodates our unique network demands, while ensuring a premium quality of service. This means we never have to worry about network down-time and can more effectively focus on our core business."

Primus' customized solutions and Internet Data Centre successfully support the Med-Eng Disaster Recovery and Business Continuity Plan by providing the company with continual assurance that its network is safe, secure and always accessible. If any problems arise in the Med-Eng office, the company can be confident that it will have stable connectivity from any location to its network systems via the Internet.

Med-Eng now has a strategic business partner in Primus, which provides the company with superior industry experience and expertise. In terms of cost, Med-Eng also takes advantage of

CASE STUDY

Primus' world-class services and support for a fraction of what it would cost to hire its own staff to perform the same monitoring and maintenance functions.

THE RESULTS

Today Med-Eng Systems Inc. relies on Primus for its Server Colocation, E-mail, Managed Firewall, DNS, VPN, E-mail Queuing and Office Connectivity services. The company can communicate between its office and network immediately and with no transit costs, and it has peace of mind in knowing that its network is protected by Primus' advanced, redundant systems.

"We can approach Primus with virtually any request. Even if it doesn't offer a specific service or configuration, the team at Primus is extremely open and innovative regarding service offerings, structure and cost," said Scott Harris, Manager, Information Technology, Med-Eng Systems Inc. "Our history with Primus has shown that it will go to great lengths to resolve any customer issues that we may experience. Its responsiveness and customer service are exceptional."

Primus also offers Med-Eng fully scalable services, which will accommodate future growth. As Med-Eng continues to expand, it will look to Primus to continue to provide the superior services and support that it has come to rely on.

"I think what makes our relationship with Med-Eng unique is that Primus has grown alongside Med-Eng over the last seven years," said A.J. Byers, Chief Operating Officer, Primus Canada. "As Med-Eng expanded, we were able to successfully provide it with scalable services to meet that growth. We have worked hard to build this level of trust with Med-Eng because we understand and value its business. I expect the future will be just as fruitful for both organizations."

THE BENEFITS

Med-Eng Systems Inc. enjoys numerous benefits from Primus' Server Colocation and Managed Services solutions:

Customer Service – Primus' outstanding customer service and responsiveness ensures that any potential issues or problems that Med-Eng may experience are immediately discovered and quickly resolved. For Med-Eng customers, this level of support is crucial.

Primus' Internet Data Centre - Primus' class "A" facility is equipped with advanced features, such as its multi-homed Internet backbone, redundant battery and generator power systems, computer-grade air conditioning and sophisticated biometric access control systems, offering Med-Eng a reliable, fully-secure location for its network.

Flexibility - Primus' flexibility regarding service offerings and cost structure has given Med-Eng Systems Inc. the innovative, cost-effective solution that its unique business demands.

Accessibility - Primus' network equipment is protected by high-capacity, uninterruptible power supplies and a diesel generator. This backup strategy assures Primus will never be down due to a power failure of any length. As well, Primus' server room is cooled by redundant, dedicated, high-capacity air conditioning units and all systems are monitored by network engineers 24/7, ensuring 100 per cent accessibility.