



CUSTOMER PROFILE

- Transportation and shipping company in Winnipeg, MB
- Has a fleet of 100+ trucks, refrigeration units and dry vans
- Frustrated with current IT provider



① THE CUSTOMER

EBD Enterprises is a Winnipeg trucking company with a fleet of 100 trucks that hauls freight on flatbeds, refrigerated units, or dry vans across Canada and to the United States. Since its humble beginnings in 1981, EBD has grown from 10 employees to 120.

② THE CHALLENGES

Bruce and Pam Danylchuk were at the height of frustration with their company's network support. After two years of slow reaction times, escalating hardware costs and system crashes, they knew they needed to find a new, more reliable and efficient IT network support team for EBD Enterprises Inc. A good recommendation from Pam's payroll services company, IBEX, led her to call Prophet Business Group.

"Our previous network support was constantly fixing and updating equipment – which didn't work – and didn't react to problems right away," says Pam. "Our IT network would be totally down and our only option was to make another phone call."

“
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in an emergency.”

Pam Danylchuk, Owner
EBD Enterprises Inc.

③ THE SOLUTION

The network team assessed EBD’s hardware and saw that it had a reliable Microsoft solution in Windows Server 2008, but it had not been properly set up. The network team fine-tuned the company server to keep it efficient and ensure it would handle the company’s business. EBD immediately noticed the impact and was relieved to have the added security of a team of network consultants.

In many situations, Prophet’s network team remotely assists by Internet. Prophet uses AlwaysOn, a remote access system that allows network consultants to troubleshoot a client’s server upon request. EBD quickly enjoyed the benefits of this quick response tool, and many problems with EBD’s network can be fixed in a matter of minutes. Pam also enjoys the detailed information in Prophet’s service reports. They show exactly what work was performed, hardware repaired or accessories added, or viruses removed.

④ THE RESULTS

“Now we don’t have any downtime because our system doesn’t crash, and we don’t suffer from interruptions in service. We’ve become more efficient because we can do our own accounting and enter our drivers’ records and payroll information with no backlog,” says Pam.

In the past, EBD sometimes waited up to two months for new hardware to arrive. Prophet supplies EBD with new hardware in a fraction of the time and has gone the extra mile by lending a helping hand on weekends.

“It’s nice to know that we can count on Prophet’s team in an emergency,” adds Pam. “We like the quick response time and the personal service. Randy has even dropped off equipment for us on his way to work.”