

***VMT's Network Management Services Strengthen Furukawa America's Multi-Location U.S. Operations***

**Client:**

Furukawa America, Inc. (FAI) is part of Furukawa Electric Company (FEC), a global leader in the design, manufacture and supply of fiber optic products, electronic components, power cables, nonferrous metals, and other advanced technology products. FAI services the needs of the communications, electronics, medical, transportation, construction, energy, and other markets. As a global leader, customers have access to the worldwide engineering expertise and industry-leading product quality of the FEC companies.

**Business Driver:**

Support FAI's customer service and operational requirements for a dependable and progressive computer network. Over the past several years, FAI has experienced dynamic growth and wanted to leverage their IT infrastructure to support the efficiency and productivity needs of the company.

**IT Challenge:**

FAI's operations comprise multiple offices, distribution and support centers across the U.S. The primary IT challenges: build a simpler, easier-to-maintain network, reduce failure point exposure, improve security standards, improve intranet performance, and strengthen data backup and recovery procedures at the corporate and desktop levels.

**Results:**

Over the span of 6 months, much of the FAI IT infrastructure was revitalized. This included upgrades to the network, security infrastructure, operating systems, remote access and data backup procedures.

As an example, FAI's IT executive Tom Liang asked VMT to implement a specialized solution to back up 'My Documents' data from desktops and laptops. "As an engineering and distribution company, we are very conscientious about maintaining the important product design and engineering data," said Liang. "When our engineers go into the field, we wanted to be sure critical customer data is backed up as soon as they sign on to the corporate network. VMT configured a flexible backup system that met the unique needs of users. The system either initiates the backup automatically (for most office staff) or manually for traveling or remote staff. Remote users, for example, simply click an icon on their desktop once signed on to the network and the backup begins. We are now capturing all mission critical data and adding it to our central backup data store."

VMT monitors the Furukawa America, Inc. IT infrastructure 24/7 and proactively manages all aspects of its health. "VMT has focused on improving our network performance and making sure our remote users have easy access as they travel the world," explained Liang. "We are confident we have taken the steps to improve the stability and dependability of our network."

"We count on VMT to be sure our network is performing at maximum potential to meet our day-to-day business needs," explained Liang. "They are a valuable member of our team."

**Key Accomplishments and Benefits:**

- Upgraded network architecture to best practice standards
- Uptime for new infrastructure now exceeds 99.9%
- Eliminated single point of failure across nationwide network
- Upgraded firewall protection at each major U.S. location
- Improved remote access to network
- Improved company-wide security at the network and desktop levels
- Improved data backup procedures to capture all desktop/laptop data
- Upgraded internal IT operations procedures



*To find out how VMT can help manage your IT infrastructure, contact us at:*



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