



MacPapers Inc.

Upgrading MacPapers' Network with IVANS Backup Solution

Challenge

MacPapers Inc. was heavily reliant on its Unisys mainframe, a considerable investment that had undergone multiple upgrades over recent years, and knew from recent disasters in the region that a business continuity plan and disaster recovery strategy would be essential.

The company also knew that to be completely prepared it needed to integrate all aspects of the organization against possible downtime, including a plan that addressed the branch facilities, sales force and Mini Macs. However, designing and implementing the right connectivity solution to meet the needs of these branches and remote users can be a daunting task, especially for a resource-constrained enterprise with many locations.

Solution

With this in mind, MacPapers chief information officer and executive vice president, T.R. McGehee, conducted a business continuity survey to evaluate the IT infrastructure. The survey showed that business degradation would begin in less than 24 hours in the event of a system failure. This was unacceptable in a business built on meeting – if

not exceeding – the needs of the customer service. In today's competitive environment, McGehee had to prepare against every possible form of disruption that could potentially impede employee productivity and negatively impact the customer relationships that he and his family had cultivated over the last 42 years.

McGehee focused on four key areas in his business continuity plan: power outage, software, hardware and data communications. Power was addressed first and a generator now operates at the headquarters site in the event of an outage. Significant cost savings drove the company to move from a mainframe to an open architecture with upgraded software, resulting in duplicate architectures (one based in the Columbia, South Carolina branch and the other in Jacksonville, Florida).

Data communications proved to be the biggest challenge, and McGehee learned there were many places these lines could be compromised, therefore, redundancy was critical. He turned to IVANS which helped him deploy a cost effective, secure WAN backup



Customer Need:

Due to recent natural disasters in the area, MacPapers knew that a business continuity plan and disaster recovery strategy were essential to their survival.

IVANS Solution:

IVANS team worked with AT&T and various broadband providers to deliver to MacPaper's 22 branch facilities a backup solution that includes: broadband service; enhanced virtual private network (EVPN); managed Internet services (MIS); and remote access via wireless technology.

Key Benefits:

- Proactive, monitored VPN service provides a fully-managed, turnkey solution that is secure.
- On-site installation service included the broadband modem/router and VPN device (AT&T Netgate 8100) that eased installation "pain."
- Project management and implementation significantly reduced resource intensity, allowing MacPapers to deploy valuable internal resources elsewhere and enhancing overall productivity.
- Broadband service billed at a fixed price per month instead of usage-based makes budgeting significantly easier.



solution that would ensure his data communication would be up and running twenty-four hours a day, seven days a week.

As part of the solution, IVANS installed DSL as backup to the frame relay leased-line already routed to MacPapers locations. Broadband solutions such as DSL and cable are attractive in that they serve as cost-effective, redundant options as backup access method for remote office locations. DSL – with download speeds of 6Mbps and higher and equipped with very cost effective price structures – is an especially desirable solution for remote sites located in urbanized areas and business sectors. And since DSL bundles voice service as well, it provides additional benefit to companies exploring VoIP solutions or if the company is looking to trim unnecessary telephone expenses.

Another key piece to the backup solution was wireless remote access. McGehee knew speed was essential for his sales force, so he outfitted them with Internet cards to be used with either a laptop, PDA or Blackberry and now his team can access their mainframe remotely. This remote solution also included an enhanced virtual private network (EVPN).

“Most importantly, IVANS WAN backup solution gives our customers peace of mind that MacPapers will be up and running no matter what happens and our customers will continue to receive the high quality products they demand without interruption.”

– T.R. McGehee Jr.
chief information officer and executive vice president
MacPapers Inc.

Results

With a solid business continuity strategy built around the premise that every employee can securely and reliably access the online resources

they need to conduct business, regardless of time or location, McGehee has peace of mind that his company will not experience service degradation during any type of emergency situation.

In fact, the company frequently has customers who demand that a backup plan and disaster preparedness strategy be written into their contracts before signing on the dotted line. By providing his customers with a solid business continuity plan, MacPapers decidedly has the competitive edge. As a result, IVANS WAN backup solution enables MacPapers to focus on continuing its long standing tradition of people helping people.

About Mac Papers Inc:

MacPapers Inc. is a \$520-million printing paper distribution company headquartered in Jacksonville, Florida. A family-run business founded by Tom and Frank McGehee in 1965, MacPapers is the largest distributor of fine printing paper, envelopes and graphic supplies in the Southeast region of the United States.

The MacPapers tradition has always been a company of people helping people, with an uncompromising focus on meeting the needs of its customers. The company, which has 22 branch office/warehouse locations and 20 Mini Macs strategically located in eight states, ships more than 100,000 tons of paper annually.



The **experience** makes your job easier.™

ivans.com 800-548-2690