

# CAI Technical Services Case Study



BRISTOL HARBOR GROUP INC.

Located in a boatyard on the harbor in Bristol, Rhode Island, Bristol Harbor Group, Inc. (BHGI) is a naval architecture and marine engineering firm offering a wide range of design, engineering and analysis services. Bristol Harbor Group utilizes state-of-the-art computer modeling and design tools in concert with time-honored design practices to develop innovative and functional designs that meet their customers' diverse requirements.

Bristol Harbor Group's sister company, The Shearer Group, Inc., is based in Seabrook, TX.

Bristol Harbor's functional designs include tugs, barges, passenger vessels, a hopper dredge and a production displacement trawler. The barge designs range from a 130-foot crane barge to 400-foot, offshore deck cargo barges, double hull oil barges and chemical barges. The company's powered vessel designs range from a 50-foot model bow tug to a 156-foot azimuth drive split hull hopper dredge. The company also provides turnkey design-build projects for marine defense contractors and strives to ensure that its simple, efficient and practical designs are true to each vessel and her mission.

Bristol Harbor Group's executive team is comprised of Greg Beers, P.E., and Cory Wood who incorporated Bristol Harbor Group (formerly FG Marine Design, Inc.) with two other college friends in 1995. The company's greater technical team includes the University of Michigan, Webb Institute, U.S. Coast Guard Academy and University of Southampton trained naval architects, many with Master's degrees in addition to their Bachelor's degrees in Naval Architecture and Marine Engineering, and three with Professional Engineering Licenses.

## A Holistic Approach to IT Infrastructure Management

Bristol Harbor's facility includes a Microsoft® Windows™ local area network (LAN) serving 15 employees. Cory Wood, Vice President and Principal Naval Architect for Bristol Harbor said, "We had been working with a third-party IT support company but had grown increasingly frustrated with the level of attention they were able to offer us. After speaking with some local business contacts, we chose CAI for our IT support."

"Right from the start, we were impressed with CAI's attention to every detail and we've been very pleased with the responsiveness they have demonstrated over the almost 12 months that they've been handling our IT infrastructure," Wood said.



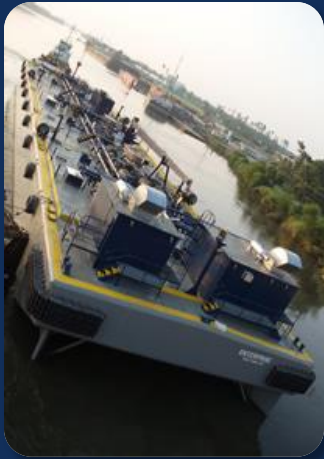
## Bristol Harbor Group, Inc.

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Bristol, RI 02809

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**Corey Wood**  
Bristol Harbor Group Inc.





## About CAI Managed IT

Located in Smithfield, Rhode Island, CAI Managed IT is a full-service information technology (IT) support company. We specialize in helping small and medium size businesses maximize the value of their IT investments. Our full suite of enterprise-level managed IT services help eliminate IT issues before they cause expensive downtime, and we do it with an infrastructure needed to keep our prices affordable and our clients up and running. The company specializes in Managed IT Support, Servers & Desktops, Network Design, Installation and Support, Data Backup & Disaster Recovery, Cyber-security Services, Cloud Computing and Infrastructure Solutions, Server Virtualization Services and more.

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Frank Motta, EVP for CAI Managed IT said, "We are pleased to offer our Premium Server and Desktop Management Service to Bristol Harbor Group. The comprehensive service combines constant 24/7/365 monitoring with proactive maintenance of all critical components of Bristol Harbor's operating environment along with automatic server operating system security updates and anti-virus/anti-spysware protection to prevent downtime and maintain availability."

Under the agreement, CAI also provides remote management of all of Bristol Harbor's network-connected staff workstations and real-time problem remediation. CAI's Network Operations Center (NOC) proactively notifies Bristol Harbor of any server or desktop that's not performing within pre-set threshold levels. The NOC prioritizes alerts, performs problem analysis, and takes immediate steps to resolve and remediate issues.

"Our 24/7 Help Desk is available as needed to resolve day-to-day desktop computer issues like 'I forgot my Outlook password' or 'none of my printers are working this morning'," Motta added. "This remote troubleshooting and remediation is invaluable."

As part of the project at Bristol Harbor Group, CAI conducted a thorough evaluation of the company's existing IT infrastructure. This initial Site Survey included the use of specialized tools to help identify all of Bristol Harbor's IT assets and network endpoints. In addition, CAI evaluated Bristol Harbor's data backup procedures and centralized data repository along with their disaster recovery plans.

CAI also implemented a local back-up solution utilizing a state-of-the-art network attached storage appliance (NAS). This device utilizes incremental backup technology to instantaneously store Bristol Harbor's data, using minimal system resources, on a local and a remote device to ensure business continuity in the event of a local interruption.

"We take a holistic approach to our fully managed clients' businesses," Motta said. "This includes everything from optimizing their Windows Active Directory and configuring complex firewall group policies to guard against security breaches to providing employee cybersecurity training and establishing internal user password policies to ensure our clients' employees are prepared for today's ever-changing threats. Our team was also on-site thirty days after go-live, meeting with key staff at Bristol Harbor to ensure that data was accessible and all network end-points were secured."

"We truly couldn't be happier with our decision to bring on CAI Managed IT," Wood said. "We certainly look forward to working with them to maximize our network uptime, keep our data safe and our employees productive."

**For more information, contact us at 800.422.4782  
or [www.caiservice.com](http://www.caiservice.com).**

