



HAWORTH®

CLIENT PROFILE

Annual sales in excess of \$2 billion
More than 600 dealers nationwide
Operations in more than 120 countries
History of innovation

- First pre-wired panel
- First adjustable keyboard pad
- First line of user-controlled mobile furniture
- First plug-and-play cabling
- First asymmetrical lumbar adjustment

BUSINESS CHALLENGE

Enhance reliability of Haworth servers to ensure performance for 5,000 global users.

BUSINESS RESULT

Immediate improvement in performance, resulting in faster access to information and inquiries resulting in improved internal and external customer satisfaction.

"They come in and help with opportunities for improvement — a very proactive thing, keeping ideas in front of us, because we're very busy, and if we don't see issues coming, we can forget about them."

Mike Podjan / HAWORTH



CLIENT VISION

5000 Users and a Global Customer Base Can't Wait, so i3 Business Solutions Brings Immediate Results

When the servers at Haworth Inc. started to become less than completely reliable, the resulting problems were almost too numerous to mention. "Our customers were getting some intermittent-to-poor responses from us, and everyone in the company was affected," said Mike Podjan, Haworth's manager of IT servers, including HP/Unix, the company mainframe, storage environments and DBA functions. "On a given day, it could be as many as 5,000 users, and we need to be responsive to customers on a global basis." Haworth needed a partner that was resourceful, innovative and responsive enough to understand the challenges and implement the right solutions. It turned to i3 Business Solutions, whose team was led by Paul Lastas. The resulting improvement happened almost instantly. "Within a couple of weeks, they had improved things," Podjan said. "It helped us immediately to be able to improve the performance to our customers on the mainframe."

i3 SOLUTION

Haworth Engages i3 to Provide a Variety of Services, Including:

- System z CPU, disk and memory performance analysis
- System z DB2 database and application optimization helped and prevent spending millions on additional hardware
- System z z/OS Operating System and System Tools software project management and execution
- System z Managed Technology Services outsourcing of zSeries System Programming services (OS technical maintenance) while Haworth transitions their staff to a unified Unix environment.
- pSeries - Unix RS/6000 hardware acquisition assistance for subsidiary company acquisition application transition.





i3 BUSINESS SOLUTIONS TEAM FINDS A PERFECT FIT FOR YOU!



**LET i3 BUSINESS SOLUTIONS TURN YOUR
NETWORK INTO WHAT IT SHOULD BE - A TOOL
FOR ACCELERATING BUSINESS RESULTS.**

"It's been a very good experience," Podjan said. "Paul Lastas is doing maintenance and other work for us in the mainframe arena on a regular basis, and he has done an excellent job stepping in without a whole lot of training to learn our environment and to be very productive. i3 comes in and helps with opportunities for improvement — a very proactive thing, keeping ideas in front of us, because we're very busy, and if you don't see issues coming, you can forget about them."

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ABOUT i3 BUSINESS SOLUTIONS

For nearly 20 years, i3 Business Solutions has been accelerating business results for small and medium size businesses in the state of Michigan. Supported by industry certifications, affiliate relationships and strategic alliances, i3 Business Solutions provides a breadth and depth of solutions to the Michigan business community including:

- web services and integration
- managed network services
- IT infrastructure and cloud technology
- professional recruitment

It is our emphasis on "closing the loop" from design, installation, system implementation to optimized management and integration that makes i3 so successful. We provide the performance, availability and connectivity that enable our clients to align their mission critical needs and strategic objectives to technology solutions. We are able to apply our knowledge and leading edge technology to bring about exciting changes that accelerate business results delivering savings in time, resources and money.

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They turned to i3 Business Solutions.

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