



CASE STUDY

Ntegra IT Solutions Provides Tidewater Scale and Butcher Supplies Proactive IT Solutions

When Tidewater Scale and Butcher Supplies required an IT provider they turned to Ntegra IT Solutions for prompt, professional, proactive IT Services and Support.

Prior to working with Ntegra IT Solutions, Tidewater Scale and Butcher Supplies had no previous IT support. They wanted an IT provider that could be contacted when something went wrong and an IT provider that would alleviate their IT infrastructure maintenance and management concerns. Tidewater recognized the need for reliable support, predictable IT expenditures and solutions from a provider they could trust. They found Ntegra IT Solutions.

About Tidewater Scale and Butcher Supplies

Tidewater Scale and Butcher Supplies is a family-owned business, founded in 1969, that sells and services a wide variety of equipment. Their primary goal is to provide equipment and service that is not only customized to fit the specific needs of their customers, but to assist them in reaching their business goals.



Available 24/7, 365 days out of the year, Tidewater Scale services every brand that they sell, along with many other types of brand-named equipment. Their company also provides preventative maintenance programs that can easily be customized for a customer's particular needs.

Stress-Free IT
in
Chesapeake,
Virginia Beach
and Norfolk



Ntegra IT Solutions, Inc.

638 Independence Parkway

Suite 240

Chesapeake, VA 23320

Phone: 757-321-9880

Fax: 757-842-4839

Toll Free: 855-271-3603

Tidewater Scale is extremely happy with Ntegra IT's services.

"They made our budget work, and it's the best money that we've spent. Without our computers, we can't do anything."

— Nancy Nancy Stovall, Principal at
Tidewater Scale and Butcher
Supplies



Ntegra IT Solutions, Inc.

638 Independence Parkway
Suite 240
Chesapeake, VA 23320
Phone: 757-321-9880
Fax: 757-842-4839
Toll Free: 855-271-3603

Ntegra IT Solutions – Prompt and Professional IT Services

Tidewater Scale and Butcher Supplies had recently acquired a new company, and utilizing the same hardware and software of the procured company, began to have problems with the printers and network on a daily basis.

During a complementary assessment of Tidewater Scale's network, Ntegra IT found several critical issues impacting Tidewater's performance, stability and security. Of the concerns, Ntegra found no backup solution, a mix of improperly licensed antivirus products and systems with no antivirus protection altogether. As part of their NtegraCare Managed Services solution, Ntegra IT installed StorageCraft ShadowProtect Server on the server for managing backups, implemented a LaCie External 4TB RAID Drive on the network for backup storage and deployed ESET Business Edition AntiVirus and Malwarebytes Pro Anti-Malware on each system.

Under its NtegraCare Managed Services offering, Ntegra IT is providing Tidewater Scale with monitoring, management, help desk, onsite/remote support services, vendor management, anti-virus/malware licensing, backup solutions and disaster recovery services. Since Ntegra IT's intervention, Tidewater Scale's hardware and software solutions have remained up-to-date. Tidewater Scale's owners have peace of mind knowing their IT network is being properly taken care of and allowing them to sleep at night.

According to Nancy Stovall, Principal at Tidewater Scale and Butcher Supplies, "Ntegra IT rescued our company when we acquired an additional business and needed to advance to a network system! We were amazed at their promptness and professionalism in handling our changes. They have solved every issue with speed and are always pleasant to deal with. No question is too small or problem to big!"

When the hard drive on Tidewater's seven-month old server failed, Ntegra IT Solutions quickly rectified the situation. Keeping Tidewater Scale's downtime to only two hours, restoring critical accounting data from backups, and ensuring the data was available for Tidewater Scale to continue working while the server was under repair, Ntegra turned a potential business-ending calamity into a minor inconvenience. To further quell Tidewater's concerns, Ntegra IT managed the process from beginning to end.

About Ntegra IT Solutions

Founded in 2005, Ntegra IT Solutions is a Managed Service Provider (MSP) of professional IT solutions, providing the right solutions to small and medium businesses throughout South Eastern Virginia and North Eastern North Carolina. Endeavoring to become an extension of their clients' businesses, they provide uncompromising services customized for the Small and Medium Business (SMB) market. Ntegra IT Solutions can design, scale and implement cost-effective, enterprise-class, IT infrastructure solutions for the SMB market through their industry leading partnerships and expertise. Their solutions empower their clients by mobilizing their client's workforce, reducing their client's IT expenditures, and maximizing the return on their client's IT investment.

**For more information about Ntegra IT Solutions and the
NtegraCare Managed Service offerings, please call 757-321-9880.**