



## 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 Storage-Craft 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.**