



SOFTWARE DEVELOPMENT  
SYSTEMS DESIGN & IMPLEMENTATION  
BUSINESS CONSULTING

## An nGeneYes Success Story

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### **An end to downtime and constant technology problems for a financial planning company.**

**The Client:** Innovative Planning Services, a financial planning company headquartered in Woodbury, New York.

**The Problem:** The client was experiencing continual problems with its IT infrastructure, which supports 200 computers in its 20,000-square-foot facility. The server failed repeatedly, causing frequent downtime and "tremendous frustration," according to President Michael Fliegelman. The company's fax gateway, in place for two years, had never operated correctly. Ongoing IT maintenance costs to band-aid the failing systems were high.

#### **The nGeneYes Solution:**

When nGeneYes was brought in, we were able to diagnose the problem with the fax gateway (the software had never been configured correctly) in just 20 minutes. To stabilize the clients' systems, we recommended that their single server be replaced with four smaller servers. This greatly reduced downtime, improved maintenance – because one server could be worked on without disabling the entire system – and reduced the costs for upgrades. Over three years, with a stabilized network environment, the client experienced a **55% savings in IT expenditures**. nGeneYes "did a great job for us," Mr. Fliegelman said. "They have a real knack for solving problems. We weren't getting that level of attention from previous consultants."