




Tech Support Success Story




A senior member of our firm was sitting in the vet's office when someone behind the counter asked no one in particular if anybody knew anything about computers. That was two years ago. A friend of another member of the firm owns one of Long Island's premier photography studios. Again, a simple plea for help: "Do you know anything about Macs?" Then there was our security vendor, who asked us to "look at" his network and "by the way" could we build him a website.



My Pet's Vet, a successful Long Island veterinary practice manages appointments, billing and a dispensary with a proprietary multi-user computer system. As is the case with most computer systems, it began with one or two machines and has grown extensively. Unfortunately, the infrastructure for the practice did not keep up with the workload and disaster recovery procedures and processes were limited. We were engaged by MPV to evaluate the data processing environment to identify performance bottlenecks and process improvements. LBi conducted a full review of the environment, focusing its efforts on disaster recovery issues. After discussing the review with the client, we added both hardware and software to provide redundancy, provided detailed processes for daily backups, offsite storage of database images and procedures to ensure a successful recovery both from simple computer and/or disk failures to the loss of the environment. A central change was the placement of the practice database on a standalone server, which improved response-time performance.



Sherwood-Triart Photography, a highly successful, highly productive photography studio covers, on average, 8-12 events each weekend. Each event can generate hundreds of high-resolution pictures which require a vast amount of storage space. What they needed was a centralized location to store all these image files. Sherwood has always been a "Mac-friendly" organization and after researching all the alternatives, we decided that an Apple Xserve would be the best solution. We installed the Xserve along with two Xserve RAID arrays into a custom rack that we designed. We setup four RAID 5 arrays and created an organized directory structure. Sherwood-Triart can now confidently store all their images in a safe, reliable environment.



Richard Security is a leading alarm and security company who needed a way for employees to connect to their office workstations remotely. This remote connection had to be reliable and secure. LBi's first step was to examine the existing hardware and make appropriate changes. We replaced their standard router with a VPN router, installed VPN software on the employee laptops and then installed remote desktop software on the office workstations and laptops. With remote connectivity, employees can now securely connect to their office workstations from anywhere at any time.



With these three separate events, LBi found itself in the tech support business. The easy part was hiring. We didn't (and still don't) have to hire anyone because the same technical support staff that we make available to My Pet's Vet or [Sherwood-Triart Photographers](#) or [Richard Security](#) (or your firm) are the same support staff that we use ourselves. And our technical support staff is versed in a quite varied environment supporting Web servers, database servers, mail servers, DNS servers, x-servers, Linux, Windows, Macs, and a myriad of application programs and programming suites – not to mention peripherals like Ultrium tape drives, raid arrays and yes, even mainframes.

The good news is that we don't draw some arbitrary line between your hardware, software, routers, printers and anything else that might be attached to the computer. To use a computer term, we are truly "generalists."

For example, we'll build you a website, develop disaster recovery procedures, identify and specify hardware for expansion, build you a secure VPN tunnel for remote access to your computers and on and on.

But what do our clients say?

My Pet's Vet said, "LBi Software is Top Dog! Thanks to their reliability, expertise and responsiveness to our needs, our computer system really does have nine lives!"

Sherwood-Triart said, "We have been using LBi Software Engineering for the past two and a half years. LBi has provided service that has been exemplary, from networking, to the most complex tasking issues. They are without question the most thorough as well as expeditious team of professionals that any company could want. High praise and recommendation are easy to put onto paper, but LBi and their staff truly earn it."

Richard Security said, "LBi is dependable and we love the [website](#) they developed for us."

So if your computer environment is taking you away from your "real" business, give us a call. We can help. For more detailed information on our service offerings, download our brochure.

For additional information contact:

Technical Support
LBi Software Engineering
7600 Jericho Turnpike Suite # 201
Woodbury, NY 11797
516.921.1500
TechSupport@LBiSoftware.com
(fax) 516.921.1897