

## COMPANY PROFILE

Since 1996, Airmax Compressor Services has been a leading one-stop provider of total compressed air solutions for industry. Built on a foundation of valuable service, world-leading products, and a rock-solid reputation, Airmax strives to exceed customers' expectations for value, quality of service and product dependability.



## BUSINESS SITUATION

Located in Burlington, Airmax Compressor Services sells and provides 24-hour service for air compressors in southern Ontario and in the Golden Horseshoe from Toronto to St. Catharines.

In addition to head office, Airmax has a mobile workforce that responds to service calls in and outside of normal business hours. Having the ability to automatically synchronize and share information between the mobile workforce and office support staff is critical to maintaining a high level of customer service.

## TECHNICAL SITUATION

In the office, Airmax shared files between computers using a peer-to-peer arrangement, meaning that it was distributed among individual computers used by staff. This arrangement made it difficult to protect confidential data and a challenge to backup files. Information was at risk both from a privacy standpoint and from a business continuity standpoint. To compound the difficulties with the file sharing arrangement, networking hardware was ageing and slow.

Email, calendars, and contacts were also distributed among staff computers. This arrangement led to discrepancies which in turn, resulted in missed service calls and appointments, costing both time and money.

## SOLUTION

Birmingham Consulting upgraded the internal network and installed a Windows server to manage computers, users, and network functions. Shared files were consolidated to the server and permissions implemented to protect confidential information.

The server is monitored 24x7 and automatically provides alerts of any impending issues. Automated offsite backup protects against any potential data loss in the event of fire, theft, or system failure.

To permit automatic synchronization of information between the mobile workforce and support staff, as well as to facilitate sharing of scheduling information, calendars, contacts, and email were migrated to a cloud-based platform.

## RESULTS

Appointments are no longer missed because mobile devices are automatically updated with scheduling changes as soon as they occur. Scheduling conflicts have also been eliminated by calendar sharing. The result is improved customer service and reduced staff frustration.

Confidential financial data is now private and all shared information is protected against loss. Overall, computers feel faster because the network is faster.

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*“Since establishing a relationship with Birmingham Consulting, their expertise has allowed us to greatly streamline our processes, giving us the competitive edge we need to thrive.”*

*- David Wharton, Airmax Compressor Services*

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