

COMPANY PROFILE

Four generations of the Horn family have built a reputation for exceptional service and trusted results within Hamilton and the surrounding area.

Since Archie Horn opened shop in 1936, the company has become a one-stop solution for all plumbing, heating and air conditioning needs. From emergency repair and maintenance through to renovations and new installations, Archie Horn and Son delivers results and value to both residential and commercial clients.



Archie Horn & Son

PLUMBING | HEATING | AIR CONDITIONING

BUSINESS SITUATION

For over 80 years, Archie Horn and Son (AHS) has been providing building infrastructure services for Hamilton, Burlington, and the surrounding areas.

Over that time, AHS migrated from completely paper-based business processes to hybrid paper/electronic processes. In conjunction with AHS's service-oriented business model, these hybrid processes have proven extremely effective, allowing to company to sustain and grow profitability through multiple generations of ownership.

TECHNICAL SITUATION

Though still in full daily use, the IT infrastructure was aging and reliability was becoming a significant concern. Frequent disconnects and slow performance hindered productivity. Furthermore, keeping applications up-to-date was no longer possible, jeopardizing security and functionality.

Another challenge faced by AHS was slow Internet access with only a single Internet provider available in the area. This situation ruled out the possibility of a complete cloud migration and limited the possibilities for remote access.

SOLUTION

Birmingham Consulting upgraded the internal network and wireless infrastructure. A new Windows server was installed to host the primary business application and 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.

Shortly after implementation, faster Internet service became available. With better Internet service came the ability to implement reliable remote access for offsite productivity.

RESULTS

Improved productivity and system reliability have enabled AHS to maintain the same number of office staff while growing the business.

Remote access allows the business owners to be productive while away from the office.

“The state of our system was getting to a point where business continuity was at risk. Remote access to the office for day to day operations was essential and the inefficiencies of the old system required additional air conditioning. Thanks to Birmingham Consulting our business risk is reduced, our hydro bill has decreased, and we’re enjoying more time out of the office.”

- Paul Horn, Archie Horn and Son
