

Software for the Agile Business.



Improving productivity and functionality to build a small business

Company Profile

Instrumental in creating a network of independent brokers worldwide, Henning Harders Pty Ltd is a freight forwarding and customs broking company based in Sydney, with representatives throughout Australia. Henning Harders business objective is to differentiate itself competitively by providing excellent service and communication to both customers and suppliers.

Business Scenario

As an established company for 20 years, the 45 staff at Henning Harders need to be able to track shipments or freight on a local and global scale. From the entry point in the system throughout transit and on to delivery, it is critical to be able to locate and identify what date and place shipments will be, in order to potentially speed up the process or address client needs. Online communication and access to database information as a result, is critical as it is also the electronic method used for customs.

The existing system of Microsoft® Windows® NT 4.0 Server has been operating for 18 months, having transferred from a Novell system of 25 users. Henning Harders required the ability to track their shipments through the Internet using the supply chain. They also needed email and fax services within a controlled and secure environment, while maintaining the flexibility to access the specialised software and MS DOS applications that contain Customs information.

Business Solution

Henning Harders had specific criteria to meet when deciding upon the best solution for their needs – security, ease of use for staff, web interface and scalability. After a tendering process, a long-standing solutions partner, IT&E Network Integration, was identified as being able to focus on Henning Harders' business needs and produce an appropriate solution. Moving away from a paper-based environment

"Our Small Business Server 2000 installation has really given us the ability to branch out and do things we couldn't do previously. Now, for us, anything's possible."

Christian Harders,
Managing Director,
Henning Harders Pty Ltd

Organisation

Henning Harders Pty Ltd

Industry

Freight

Business Scenario Summary

Henning Harders required ease of access to information globally, tracking shipments wherever they were. A secure environment was required for this to occur while at the same time being able to access MS-DOS-based applications and other specialised software.

and enabling efficiencies in productivity was seen as the primary aim. Also, the solution would be an agent for new business processes. Consideration was given to other software solutions, but Novell was thought to be unsuitable for this business environment and Linux did not have the functionality to meet their business needs. Ultimately Small Business Server 2000 was selected as offering superior value and functionality for the size of the client.

Christian Harders, Managing Director of Henning Harders Pty Ltd said, "Historically we would install software on the network, and then only take advantage of the basic features as they were either time-consuming to find, or we couldn't get them to work with what we wanted to do. Our Small Business Server 2000 has really given us the ability to branch out and do things we couldn't previously do. For us now, anything's possible".

Transforming the Business

Henning Harders has found the functionality and ease of use of Microsoft Exchange within Small Business Server has meant the elimination of waste through a 25 percent reduction in the number of paper memos and faxes. The ability to filter the internet and control access to email and the Web has also led to productivity increases. Harders states "It's the best software we've ever run – everyone has adapted quickly to the interface is finding better ways to go about completing certain tasks like document management and sharing, than they did before".

Reliability and Internet-Ready

After a trouble-free pilot period of two weeks, and then full implementation over the following week, Henning Harders is now able to utilise the internet for its business. As Harders stated, "There have been zero complaints from users and no unplanned downtime through the transition. When I want to know about a particular feature, or if the product can handle something, the answer is always 'Yes', and it is easy to enable. I've never experienced that before in a major software upgrade".

Manageability

Small Business Server 2000 has allowed Henning Harders to be more agile in meeting customer needs, improving staff productivity by 20 percent and minimising network setup and administration costs. Adding and removing members, controlling access and general maintenance has been a smooth process with a greater degree of functionality than originally expected. Network administration time has been reduced and Henning Harders are delighted with the result.

Business Solution Summary

Installation of Small Business Server 2000 and the ability to fax from the desktop, track jobs through the internet and remotely access all these functions from anywhere in Australia has provided Henning Harders with a best of breed solution that they can build on to foster their business.

Partner Details

IT&E Network Integration

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Email: sales@missinglink.com.au

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Ensuring success with a Microsoft Certified Partner

Henning Harders has been a client of IT&E for four years. IT&E installed Small Business Server 2000 on a Compaq server with a mixed desktop environment. They tested the desktop environment for functionality and a variety of systems, from Pentium 133 with 16MB RAM upwards, prior to full implementation with excellent results. During this time IT&E also found that Small Business Server 2000 worked well with Windows NT Server 4.0 IT&E looked to ensure that:

- all desktops were upgraded to Microsoft Office;
- every desktop was enabled to provide staff with faxing, email, and file/print sharing; and
- an ongoing program to upgrade each client machine has been implemented.

The smooth implementation of the total solution was further enhanced by the ongoing assistance from IT&E.

Benefits

One of the major benefits for Henning Harders as a result of the implementation of Small Business Server 2000 is the ability to fax from the desktop and use email. This has been an unforeseen but timely use of the software suite. As Henning Harders have staff operating in geographically dispersed locations, the ability to remotely access files and print facilities has enabled employees to be productive wherever they are.

Internet-ready your business

Small Business Server has increased users capability by taking advantage of Internet efficiencies from their vendors and replacement of proprietary products through by using the Web to track freight. It has also increased productivity through the use of Internet filtering by supervising email access and ensuring Web access is for work purposes only.

Lower total cost of ownership for the IT dollar

Actual deployment time took two days with no interruption to staff time. With a greater degree of manageability of email and other services, productivity has increased and the quality of the service to customers has been maintained. This was possible as the Server enables the centralised management of desktops to create a standardised operating environment, which is very user-friendly for IT staff to work with.

Benefits

Secure internet access for work has meant improved employee productivity. Remote access and faxing from desktop has been one of their greatest gains. Henning Harders were also impressed with the minimised network setup and administration costs.

Microsoft Technology

- Microsoft Small Business Server 2000, including
- Microsoft Windows 2000 Server
- Microsoft Outlook 2000
- Microsoft Exchange 2000
- Microsoft SQL Server 2000

Technology

Microsoft Small Business Server 2000 was the right software for the business. The functionality of Microsoft Exchange and Windows 2000 Server combined with Internet and Security Acceleration Server, all available within Small Business Server, provided an ideal environment for Henning Harders to maximise their purchasing power and obtaining a broad range of software for a small of fewer than 50.

Being able to track client orders through an Internet browser is possible through the integrated functionality of Small Business Server as it provides a unified setup and centralised file and document management across all its applications.

Henning Harders have deployed Windows 2000 Server (with Active Directory®), Exchange Server and Internet Security and Acceleration Server for security and managed Internet access. They are looking at the next upgrade version of their Line of Business (LOB) application (for shipping and tracking of customer deliveries) to be run on SQL Server™ 2000.

Maximising Success

Harders could not be happier with Small Business Server or its implementation, Harders stating, "The functionality and range of products within Small Business Server means that we will be able to continue to grow and internet-enable all of our business". Small Business Server 2000 has allowed Henning Harders to be responsive and innovative in meeting customer needs on a global scale, while ensuring that staff has an efficient and easily manageable network environment.

The Future

Harders did not realise the depth and ease of functionality that would be provided through Small Business Server 2000 and is still asking the system to do more and finding that it can. The next step for them will be to take their business into an online environment, to create further supply chain efficiencies through the use of the Internet. The existing MS-DOS-based software will be migrated to a SQL Server base, which is expected to provide further productivity improvements and efficiencies. From this, further exploration of Microsoft Exchange, Microsoft Outlook® and the use of forms through Visual Basic® programming will also occur. As Harders confirms, "Anything is possible...whatever we have asked of Small Business Server 2000, it has been able to do".



For more information

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