



# Sage 300 ERP Integration & Disaster Recovery Management for Luxury Real Estate Company

The S.Hekemian Group

## CASE BACKGROUND

For over 90 years, the S. Hekemian Group (SHG) has been known for their high-quality and highly finished real estate projects within the Northeastern regions of the United States and California focusing on luxury residential, office, retail, and industrial properties.

SHG first reached out to Protected Harbor around six years ago to update its network infrastructure. Their previous IT vendor had a few shortcomings and the support they received was not up to their standards with wait times of several days just to fix what we would consider to be a basic tech problem.

Initially, their office network design was incoherent. The servers were old and slow while running on an outdated operating system.

The client had a relatively small geographical setup compared to most of our other clients, though they required extensive functionalities to run their operations. Over the years, we have built their network infrastructure and have upgraded their setup to meet their company's basic needs.

## CHALLENGES

Protected Harbor's team onboarded SHG and first audited their site to find any technical issues which resulted in us finding that their servers desperately needed an upgrade for their network infrastructure and operating system to be working at top tier.

While working for SHG we worked through two stages of challenges

### During the Initial Stage

- ★ Inappropriate network design
- ★ Slower and older servers
- ★ Outdated operating system

### During the Upgrade Stage

- ★ Operating System Upgrade (Server 2008 to 2016)
- ★ Sage 300 ERP Integration
- ★ Disaster Recovery Management

## INITIAL PHASE

SHG had a small office space with less than 10 team members at that time leaving this to be a standard migration process. Protected Harbor's team built a new onsite server through Windows Server 2008 and migrated their setup while also upgrading their network's equipment. As an architecture company, SHG had managed plotter printers for their operations.

We connected these machines to the new network and provided seamless access to their users. SHG utilized this setup until they moved their office into a new building complex which Protected Harbor helped them to move into and stabilize their operations. Our team helped them to install a new Wi-Fi system plus added additional terminals for all the offices in their suite.



## Sage 300 and PrintBoss Integration

After a couple of years, SHG contacted Protected Harbor once again to upgrade their servers and to help them integrate a newly purchased Sage 300 Business Management Software system within their network.

We typically consult with our clients to find the most cost effective and budget friendly software solutions prior to any major purchases. Our company stands by our word when we say, "Protected Harbor works as a business partner to ensure our clients make lucrative business investments."

So, initially, we had consulted SHG not to buy this software as it was expensive spending for a company of their size as it's usually used by larger corporations. However, SHG required an architecture module that was unfortunately only available within this software, plus they needed PrintBoss, a check printing solution, that also integrated with Sage 300.

Once we understood the need of these systems from our client, we made all the integrations necessary within their network.

A few of the upgrades we made were to their virtual and physical servers in order to properly run the Sage 300 and PrintBoss. We placed a faster server with the most up to date version available at the time with SSDs (Solid-State Drive's) for quick storage speed. Their virtual environment was also built in Windows Server 2016 on the new hardware and finally, we created an app server to run the Sage 300 and configured their check printing.

SHG was migrated from a single 2008 server to five modern servers based on Windows Server 2016. Now they have two terminal servers, two app servers (one for Sage and the other for check printing), and one doc server that is for sharing files and documents like dropbox. Additionally, we have set them up with an RD (Remote Desktop) gateway with their domain to minimize security risks.

## DISASTER RECOVERY

SHG is one of our few clients with onsite servers that are not in our data centers due to their plotter printers and check printing not working well remotely however, we do have them backed up through our disaster recovery site.

SHG has five virtual servers on their site, and we have replicated their servers into one of our data centers so if any sort of natural disaster or other major issue were to arise, our team would have their systems back up and running within the hour.

S. Hekemian Group is fully backed up and protected thanks to our disaster recovery management.

## ACHIEVEMENTS & RESULTS

The S. Hekemian Group's IT infrastructure is fully functional, stable, and backed up. All their network operations are seamless, as they continue to scale their business with newer technologies and solutions like Sage 300 & PrintBoss. We consulted with SHG through every step of their upgrade making sure their needs were discussed, understood and fulfilled providing them with trust in our company as well as a long partnership for all their future technology needs. The Protected Harbor team achieved:

- Double isolated backups with data protection
- 99.99% company wide uptime
- Seamless network integration with Sage 300 & PrintBoss