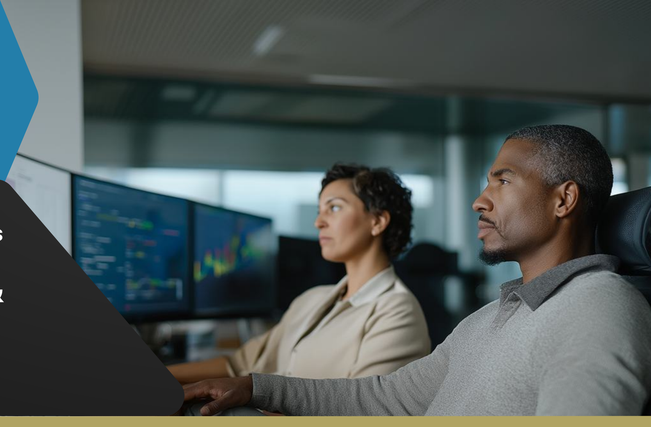
Longhurst



Industry: Corporate & Multi-Location Operations

Multi-Terminal Operations & 7-Day Backup Reliability

Overview

A growing multi-location corporate business partnered with Longhurst Consulting to streamline system maintenance, maintain reliable backup routines, and secure round-the-clock operational support.

Managing dozens of workstations across multiple sites required an IT partner capable of performing critical upgrades with minimal operational disruption. Longhurst Consulting delivered a structured management strategy that ensured high system availability, automated data protection, and prompt daily support.

About the Client

The client operates a multi-site enterprise running 90 terminals across three separate locations.

Their operations depended on:

- Consistent system availability across all three branches
- Timely and seamless software updates and system upgrades
- Dependable daily data backups and disaster recovery preparedness
- Responsive support available 7 days a week

The Challenge

- Potential downtime during routine updates and infrastructure upgrades
- Complex operational needs distributed across multiple physical sites
- Risk of critical data loss without robust daily backup management
- Need for continuous IT coverage extending beyond standard business hours
- Maintaining consistent system performance across 90 endpoint terminals

The Result

- Streamlined updates with minimal impact on daily operations
- Ensured total data protection through automated daily backups
- Guaranteed 7-day technical availability across all locations
- Stabilized performance across 90 endpoint workstations

The Solution

1. Efficient Upgrade Management
   - Planned and executed maintenance schedules to minimize operational downtime
   - Managed system upgrades seamlessly across all 30 terminals per location
2. Daily Backup Operations
   - Automated regular daily backups to safeguard core enterprise data
   - Verified data integrity to ensure rapid recovery capabilities
3. Extended Support Coverage
   - Provided continuous access to technical assistance on call 7 days a week
   - Resolved urgent technical issues quickly to prevent operational delays
4. System Performance Optimization
   - Maintained uniform configurations across all three physical locations
   - Kept terminal software and hardware fully optimized and up to date
5. Strategic Infrastructure Oversight
   - Provided ongoing guidance for scalable multi-location growth
   - Conducted proactive health checks to keep all sites running efficiently

Client Feedback

“We have 3 locations with 30 terminals each. Longhurst deals with all the updates and upgrades efficiently and with as little downtime as possible. They do our daily backups and are on call 7 days a week.”

— A Happy Corporate Customer

Key Takeaway

Proactive multi-site IT management and daily backup routines provided uninterrupted operational continuity across all locations.

CONTACT US