



CLIENT: Golden Companies
PROJECT: IT Maintenance





GOLDEN COMPANIES

About the Company

Golden Companies was formed in 1984 with the launch of Golden Electronics, a distributor of passive electronic components. Recognizing a rapidly expanding telephone industry, Golden Companies took advantage of new opportunities in contract purchasing and contract assembly. This led to the supplying of high volume mechanical and electromechanical components to customers such as AT&T and Northern Telecom.

The Challenge

When Dynamic Quest was introduced to Golden Companies, the facility was facing multiple issues. These issues consisted of failed storage systems, faulty network equipment, an ill-configured firewall, failing power systems, inconsistent system recovery resources and several unstable server deployments. Remote locations were completely isolated at times and the unstable terminal server environment was causing a substantial amount of frustration and a considerable cost to productivity.

The Solution

Once Dynamic Quest surveyed the network, our primary objective became stabilizing the network to avoid a catastrophic failure. With this goal, we began to systematically repair, upgrade or replace the faulty hardware. Beyond this, a new domain and AD structure was designed and implemented. Security (both internal and external) was strengthened, secure VPN tunnels to remote warehouse locations were deployed, the SQL databases and Terminal Servers were stabilized and a proper disaster recovery plan was put in place. Currently, Dynamic Quest is involved with assisting Golden Companies in:

- **Systems & Desktop support**
- **Development projects**
- **Web Site design**
- **Print Collateral/Fliers**
- **In house e-mail for greater control and flexibility**
- **Automated reporting of Accounting software for easier use and distribution**
- **Automated Tape backup solution for reliable off site storage of critical data**
- **Facilitating New Data Connections to Greensboro Office**

The Result

Today Golden Companies has strong, secure and reliable network topography. Satisfied with the solutions they have received from Dynamic Quest; additional projects have been scheduled in advance. In the remote locations, the end user experience has never been better and they have come to expect a quick and dependable response from our team of engineers.

IT Maintenance



Client Name:
Golden Companies

Project:
IT Maintenance

Services Performed:
Infrastructure and System Support, Project Development

“Dynamic Quest listened to our needs and proposed several options to help us with our network problems. We are completely satisfied with their professionalism and attention to detail”

John Lockart, CFO
Golden Companies