

Case Study

"Eden Technologies' outsourced support solution has proven to be extremely effective for us. We find their customer service to be excellent and our systems are faster and more stable than they ever were before. This firm is great to work with and I highly recommend them."

Tom Ferro, CIO
Metropolitan Paper Recycling

The Client

Metropolitan Paper Recycling is one of New York City's largest, privately owned, paper recovery and waste removal companies. They service customers within the five boroughs of New York City and Long Island and employ 120 union workers and office staff. Metropolitan Paper Recycling owns and operates a 120,000 square foot facility in Brooklyn, NY, which processes over 15,000 tons of recyclable material per month. Their facilities operate 24 hours per day, six days per week providing the best service to their customers in a timely manner.

The Challenge

Metropolitan Paper Recycling is experiencing tremendous growth based on a robust need for recycling services in the greater NY area. Historically their IT operations were prone to outages and disruptions which were proving to be detrimental to the company's revenue. Metropolitan Paper Recycling had a vision for their IT systems to be resilient, scalable and managed on a full time basis with zero tolerance for downtime. The new infrastructure needed to support their current operations efficiently and have the capacity to scale to meet the anticipated doubling in size and volume over the next 6-12 month period. Metro sought to work with a firm that could design, implement and provide ongoing support for their IT environment.

Eden Technologies' Solution

Eden Technologies deployed a companywide Windows XP SP2 desktop utilizing Altiris Deployment Server with all corporate applications packaged and deployed in .MSI format. A complete Business Continuity Plan was developed to ensure operations continue in the event of a disaster and critical applications were deployed on a redundant backend with a combination of solutions from Marathon Technologies, Evault, and Altiris. Metro now has immediate failover guaranteeing business will not be disrupted. Leveraging Eden's outsourced IT Support, Metropolitan Paper Recycling is remotely monitored and managed on a 24x7 basis. With proactive maintenance and constant monitoring of Metropolitan's systems, Eden's engineers are able to respond to issues immediately and often times prevent disruption to Metro's users before they occur.

Metropolitan Paper Recycling now enjoys a fully managed state of the art IT environment which is maintained for the same cost they were previously paying for ad-hoc support. By all accounts the computer systems are stable and the end users are extremely happy. With this new technology foundation Metro can confidentially continue their expansion with their IT systems serving the business instead of disrupting it.

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