

Tommy D's Windows, Doors & More Maximizes Data Security in the Cloud

Tommy D's Windows, Doors, and More is a locally owned and operated independent business established in Bloomington, Indiana in 1995. The company sells and installs a complete range of windows, doors and molding products. In addition, Tommy D's offers kitchen cabinetry, as well as cabinet systems for homes and offices. All of the company's products are Energy Star certified!

The company prides itself on carrying quality name brand window and door products from Andersen, Eagle, Masonite and other leading manufacturers. Tommy D's professional, knowledgeable and friendly sales team, installers, and service technicians have the experience and knowledge to assist customers with their specific window and door needs. Additionally, Tommy D's has a Professional Kitchen designer on staff and operates a full-service custom door shop where it custom cuts and assembles steel and fiberglass doors to fit any location, and offers a large selection of glass to choose from to complement any home

Out of the Computer Room and into the Cloud

Like many businesses, as Tommy D's began to integrate information technology (IT) into their operations, they were becoming increasingly frustrated with the hassles and costs associated with maintaining and managing computer servers as well as in-house PC's. Debby Deckard, controller for Tommy D's said, "We are a small company with no internal IT staff. We had been working with a local IT services provider in the Bloomington area, but as time went on we felt they were no longer providing consistent, knowledgeable support. Frustrations with the server as well as PC disruptions and downtime were increasing along with the cost related to inadequate support."

"When the server breaks or a PC goes down, I don't have the time or the IT expertise to resolve things and in the meantime the sales team doesn't have access to their computers. I also had many sleepless nights wondering if my IT partner would be able to restore our systems if the unthinkable happened to our facility and/or there was a complete system crash," Deckard added.



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"When Ponderosa approached us with their cloud-based offering, we had already researched the advantages of cloud computing and so we jumped at the idea," Decker continued. "We'd been using Ponderosa as our primary application software and we were very pleased with the support provided. After consideration of all the pros and cons our transition to the cloud seems like the best course of action to manage our IT woes."

The entire project to move Tommy D's central domain controller and main application server to the cloud took less than sixty days and was done on a completely remote basis by CAI Managed IT, Computer Associates' (and Ponderosa's) managed services division. "During the transition, they were with us every step of the way, and at this point we feel we have made a good decision," Deckard added.

No Concerns About Apps and Business Data Outside the Building

Tommy D's had no reservations about moving key aspects of the business to the cloud. "I actually feel better about moving our data to the cloud," Deckard said. "As a small company, we get a level of server security that we otherwise simply couldn't afford." Since go-live, Deckard says there has been no interruptions or issues related to accessing their apps. "Around our neck of the woods, the only Internet connection we have is a broadband license with Comcast. For a short while on cyber-Monday, we saw a few delays in the morning, but they were quickly resolved. It's been smooth sailing since."

The Cloud: Access Your Business Apps Anywhere You Access the Internet

The Ponderosa cloud is built on a state-of-the-art data center built on best-of-breed hardware and software solutions and offering the highest levels of redundancy, security and performance. The cloud utilizes a virtualized server environment that allows for higher hardware utilization and vastly less resource and energy demand, keeping costs low and ensuring a more environmentally friendly service.

Tommy D's apps and data are hosted in a highly secure, redundant data center and accessed over the Internet via a secured connection. The servers are maintained to the highest standards including real-time, automated patch management to guard against damaging computer viruses and other malware. In addition, the virtual servers are backed up and replicated to multiple remote sites for fast recovery in the event of an outage.

This infrastructure also is staffed by CAI Managed IT's Network Operations Center (NOC) 24x7 to provide proactive monitoring and around-the-clock support for dedicated physical and virtual cloud-based servers. This solution offers full scalability so Tommy D's pays only for the resources they use.

“There are lots of advantages to moving your business to the cloud,” explained Frank Motta, executive vice president at CAI Managed IT. “From an accounting standpoint, you eliminate the capital expense incurred with a new server and deployment expenses, along with the required operating system and common applications like Microsoft Office. The cloud also saves thousands in deployment and maintenance costs, and lets you transition into an operational expense that you can plan and budget for.”



Motta continued, “The cloud offers a range of user benefits as well. You can stop worrying about power outages, hardware failures, offsite data backup and other issues associated with keeping your file servers on-premises. In addition, the cloud eliminates hardware and software obsolescence by maintaining the latest versions of the programs and features that businesses need. Just as importantly, you gain the ability to work and securely access your data anywhere.”

Hosted E-mail and Website Rounds Out the Cloud

In addition to moving its main servers to the cloud, Tommy D’s turned to CAI Managed IT for their hosted corporate e-mail and website. This budget-friendly solution includes professional features such as premium spam and virus defenses. “The company’s e-mail communications are transmitted over secure HTTPS connections with the latest encryption techniques,” commented Motta. “Users can mark messages as SPAM in their inbox and admins have domain-wide control over white lists and blacklists via an intuitive Control Panel.”

To complete the transition from on-premises IT to a cloud-based solution, CAI Managed IT also provides complete, secure website hosting. “We wanted a top-of-the-line web hosting service custom-tuned for speed, reliability, and to be incredibly energy efficient,” Deckard said. “CAI’s hosting service offers fully-redundant, fast, secure, and reliable file storage so we can rest assured that our website’s files, e-mail, and databases are stored reliably, backed-up properly, and always will load quickly.”

The Move to the Cloud Is Underway

Cost reduction, solving new business problems, and improving system performance are at the core of today’s IT agendas, and recognizing how cloud computing can help you achieve these goals is the first step. At Ponderosa Software, we understand how to successfully migrate your business to the cloud and help you maximize your performance and agility while maintaining security, mitigating risk, and minimizing costs.

About Ponderosa

Ponderosa Enterprise Resource Planning (ERP) software is a fully integrated, Windows-based solution that automates product configuration, warehouse management, sales order processing, purchase order processing, point-of-sale, e-Commerce, business intelligence (BI) and more. Developed in conjunction with an advisory group of millwork clients, and continually enhanced over more than a decade with state-of-the-art technology and industry best practices, Ponderosa consolidates critical information—from all areas of the business—to provide the industry’s most comprehensive computer information solution.

To find out more, call 800.422.4782 or visit www.caisoft.com/ponderosa.

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