

United Network Associates Success Story: Long Island Truck Parts

Speeding Up the Order Entry and Shipping Process at 3 Retail Stores

(DCP revised 1/16/09)

The Company

Long Island Truck Parts was founded in 1975 and provides a full line of aftermarket parts and accessories to truck owners. It has three Long Island stores (West Babylon, Medford and Riverhead) that service the entire area from Manhattan to Montauk. It provides its customers with one-stop shopping convenience; access to hard-to-find truck parts; special custom orders; and exceptional customized service.

The Challenge

Long Island Truck Parts uses an Accounting Software system in a client-server configuration on a computer network that links their 3 retail stores through an Internet connection. This system provides inventory information for their Order Entry employees and invoicing information for their Shipping employees. On a regular basis, the system was experiencing major delays in providing this critical inventory and invoicing information. And in some cases, the system crashed and stopped providing any information at all. The employees were very frustrated with these delays in order entry and shipping, because the computer system was making it harder for them to do their jobs effectively. And Long Island Truck Parts' customers were not happy with the delays that they were experiencing.

The Solution

Long Island Truck Parts engaged United Network Associates to identify and fix these problems that they were experiencing. In a very short time, the problems were diagnosed and a solution was proposed and accepted. United Network Associates replaced the home-grade LinkSys router at each store location with an industrial-grade Internet Gateway Appliance. The data capacity and configuration limitations of the LinkSys routers were causing most of the problems. United Network Associates installed and configured the Internet Gateway Appliance's router, firewall and dual-WAN controller at each of the 3 locations in only an hour -- and the problems did not recur. As a precaution against loss of Internet connectivity, the system was reconfigured in a dual-redundant mode with Verizon T-1 connections backed up by Cablevision modems. The Internet Gateway Appliance provides fault monitoring and auto-failover response when one of the Internet connections is lost.

The Benefits

Long Island Truck Parts is no longer experiencing any computer network or equipment-related delays. Its Order Entry and Shipping employees are happy with the system response and are proud to be providing their customers with exceptional service. The newly installed equipment has excess data capacity and has been configured by United Network Associates to deliver excellent performance for years to come -- even as the number of transactions grows. And the new dual redundant system will function normally when service is lost from one of its two Internet connections.

Testimonial

"I'm very happy with my experience with United Network Associates. They responded quickly to my call, identified my problems immediately, and installed the solution with a minimum of interruption to my business. My employees and I are grateful." -- Robert Naples, President, Long Island Truck Parts

About United Network Associates

Founded in 1995, United Network Associates Inc is a professional computer service and support company serving Long Island and New York City businesses. Its dedicated technical specialists install, configure, maintain and support Microsoft computer networks and solve any technical problem dealing with servers, routers and Internet connectivity. United Network Associates helps its customers use technology tools to be more productive and to grow. Its services range from keeping computer systems functioning at peak performance to planning technology roadmaps for the future. For more info see www.unahelp.com

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