SR Instruments searches for and finds an expert in networking with Lynx Technologies

Customer Profile

SR Instruments, Inc. is an OEM located in Tonawanda, NY., and have been in business for over 30 years. As an ISO 9001 and now ISO 13485 certified company, SR Instruments has been manufacturing quality sensors and instrumentation for the medical, land and marine animal, and amusement park industries worldwide. SR Scales utilizes expertise in load cell design and manufacturing making the company a leader in the industry for the development of highly specialized, precision scale systems. SR Scales offers a complete line of scales from pediatric to bariatric, and can also apply this same advanced precision technology to the veterinary, marine, and zoological community.

"The centralized network that Lynx developed for us ensures that everything works together in a reliable and streamlined process, leaving management free to focus on running the business, instead of worrying about IT related issues"

- John Siegel
President
SR Instruments

Lynx Technologies

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Customer Challenges

➢ Fill the void left by the departure of a key member of SR Instruments' IT staff.

➢ The need to streamline a collection of servers on an un-configured network.

➢ SR Instruments needed to find an IT provider who were experts in networking, and that could be relied upon to deliver.

Solution

➢ Lynx supports the monitoring of all systems, data backup and managed services.

➢ Lynx provides high end help desk support for all servers, network and storage related issues.

➢ Lynx works with SR's internal IT staff once a week to collaborate on best practices, as well as fix any potential issues.

➢ In addition to onsite support, Lynx provides remote monitoring and offsite backup.

Benefits

➢ **Peace of mind** – In the manufacturing industry, there is an unlimited amount of information to keep track of. From product info, to components and labor resources, keeping everything in balance can be a major obstacle. The streamlined process, redundancy and backup provided by Lynx allows for SR's management team to focus on growing the business, rather than worry about IT related issues.

➢ **Significant cost savings –** By utilizing Lynx Technologies for their IT Managed Services needs, SR Instruments is able to prioritize their annual IT spend and avoid expensive IT related disasters.

➢ **Increased redundancy –** Lynx's solution has given SR Instruments a significant increase in backup and data protection, allowing for immediate access to sensitive information in the unlikely event of a system failure or data corruption**.**

➢ **Reduced downtime and risk –** By working with SR Instrument's internal staff on a regular basis, Lynx is often able to take on a problem before it becomes a major issue, that could potentially lead to system shutdowns or lost information.