



## The Seltzer Group Upgrades Company-Wide Systems with the Help of integraONE.



Based in Orwigsburg, Pennsylvania, The Seltzer Group's mission is to be recognized for excellence in providing insurance and related services to individuals, institutions, industry and commerce.

The firm was founded in 1948 by Robert W. Seltzer, Sr. and a consistent commitment to excellence and concern for providing the best in services for each and every client has allowed the company to expand under the umbrella of The Seltzer Group. Additional offices now exist in Pottsville and Schuylkill Haven, and the group's geographic reach has grown to a service area of Pennsylvania and surrounding states.

In order to continue to grow and offer the broad range of services that The Seltzer Group offers, the three existing offices must be able to communicate effectively, and technology systems must remain updated and efficient to process the growing demands of a larger client base. An in-house IT staff works consistently to ensure that the company's systems are meeting their ever-changing needs.

### Technology Needs

Andrew Supeck, Director of IT for The Seltzer Group, knew for some time that the firm's systems needed an overhaul. The existing server was nearing the end of its viability, most of the staff PCs were outdated, and a newer version of Windows and Microsoft Office were required to meet the specifications of an upgraded industry software package that was soon to be implemented.

**"The integraONE team showed courtesy, knowledge, and total professionalism while working on site with our staff. Their organizational and client service skills helped keep the project moving at a very swift pace and we met our timeline goals with ease."**

**Andrew Supeck**  
Director of IT  
The Seltzer Group, Inc.

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## The Seltzer Group Case Study



In addition, Supeck needed to break up the three offices into three separate networks, build and install new switches and firewalls, change out all PCs and install all new software without interrupting productivity for the 45 users the upgrade would affect. He also needed to achieve all of this within a tight time frame, right at the time of year that is historically the busiest for the insurance industry. He knew this was a project of great magnitude and complexity, and one that would require outside support.

### A Budding Partnership

Supeck knew integraONE from attending the firm's ONE Conference & Expo in the past and then subsequently working on some successful smaller projects with the integraONE team. He was initially drawn to the idea of a partnership with integraONE after finding that many of the vendors and solutions he had learned about at a recent client management conference were present at integraONE's ONE Conference & Expo. "The timing was uncanny," Supeck mused. "I had all of these new ideas in my mind—things I had learned at the conference about security and legal concerns—and the resources I needed to connect the dots were right there at the ONE Conference." He knew then that integraONE was the firm he wanted to work with.

### The Overhaul Comes Together

The upgrade to The Seltzer Group's systems required new switches, firewalls, servers, PCs and software. Supeck worked with the integraONE team to negotiate best pricing and identify the best solutions for the project. New hardware included Cisco switches, SonicWALL firewalls, HP servers (two DL360, and one DL380) and 45 HP Compaq Elite PCs. Fifty new Microsoft Exchange server licenses were purchased, as well as 50 new Windows and Office licenses.

Once the purchase order was complete, Supeck met with the integraONE engineering and technical teams in a series of three meetings to establish project management parameters, an installation time line, and division of duties. "One of the things that integraONE did really well was manage communications. We knew in advance what to expect and what potential pitfalls to be watchful for," noted Supeck.

The work plan included integraONE completing several tasks prior to the installation start date, such as building switches ahead of time. Such early steps were taken to ensure that there would be no interruption of service for The Seltzer Group users. integraONE also assisted in moving the location of the servers during the installation process, migrating data from the existing Exchange server to the new Exchange server, configuring switches and firewalls, setting up VLANs and changing IP addresses at two locations. Supeck spearheaded the change-out of all PCs, and integraONE technicians assisted where needed.

### A Successful Outcome

The Seltzer Group's technology upgrade was a large and time-sensitive project. It was a necessary improvement and at the same time it was one that concerned users and management who depend on the company's technology to do their jobs every day. Being able to meet deadlines for the installation and eliminate any down-time were key elements to determining the success of the work. "Everyone is asking me why we didn't do this sooner," joked Supeck. "They are happy with the new system. And when the staff is happy, that is the greatest reward for me."