



Alpha-Barnes case study

Property Management Company with 250 employees in more than 70 locations
www.alpha-barnes.com

Can an IT company provide a reliable computer infrastructure to employees scattered at more than 70 locations? ClearPointe does. Alpha-Barnes Real Estate Services manages commercial real estate properties throughout Texas. TecWatch (now ClearPointe) supported the IT functions through a decade of substantial growth.

Most of Alpha-Barnes' 250 employees work remotely, at the more than 70 properties managed by the company. This makes it challenging for Alpha-Barnes to provide real-time data, on-site support and help desk support for end users.

To meet this challenge, we:

- Implemented virtual private network (VPN) solutions and the Microsoft Terminal Server platform, which provides seamless remote applications and e-mail to the remote workforce. We also installed Cbeyond's dual T-1 lines at the Alpha-Barnes corporate office, which provides ample bandwidth for inbound and outbound network traffic
- Provided help desk solutions to Alpha Barnes properties. Users can simply log into the online support portal, which enables a technician to remotely control the end-user's PC and diagnose the problem. Our online case management system also allows clients to submit cases and search a knowledgebase unique to their applications.

The results:

- A one-stop shop for all the IT needs of the company's 250 employees
- Alpha-Barnes saves thousands of dollars on IT management each year