



Regency Lighting

Improving system reliability and desktop management

The Company

Regency Lighting is a national lighting distributor that provides solutions for every residential and commercial lighting application. Regency offers electrical design, construction service, design lamp replacement, maintenance services and retrofit solutions.

For several years, Regency Lighting has been ranked among the top 200 electrical wholesalers in the United States by Electrical Wholesaling Magazine.

"OneNeck IT Solutions has provided a level of expertise and support that was sorely needed. I consider OneNeck an extension of my IT team. This relationship has allowed me to keep staffing levels to a minimum and helped alleviate the need to hire additional senior-level technical expertise in-house."

Jesus Arriaga
Vice President of Information Technology
Regency Lighting

The Challenge

Regency Lighting's IT provider was unable to deliver the level of expertise and quality of service Regency needed to support their growing business. They have seven locations nationwide and one international location. With 300 total users, server downtime was becoming more and more frequent making it difficult for agents to provide information to potential customers or even take orders. Similarly, Regency's customers found placing orders online to be cumbersome and were highly dissatisfied.

Regency needed to revamp their IT environment, increase system availability and simplify desktop management. And they needed to solve this problem before they executed plans to expand into new markets. Regency needed a partner who could provide the level of expertise required to host and manage their IT infrastructure, while helping them achieve their business goals. They wanted a partner with experience, service excellence and integrity.

The OneNeck® IT Solutions Answer

Regency's solution is comprised of virtualized and dedicated server hosting in combination with fully managed services. This solution allows Regency Lighting to achieve reliable, end-to-end support for their critical applications and IT infrastructure. It also ensures that Regency's customers and agents have high availability access to their servers to place orders and find information. In addition, Regency leveraged OneNeck's Desktop as a Service (DaaS) solution for a more efficient approach to desktop management.

DaaS allows Regency agents to access their data (which was traditionally stored on their physical desktop) from anywhere outside their office through any device connected to the Internet. The agents' desktop workload was moved from their local computing device (e.g., laptop, tablet, cell phone) and placed in a secure, highly available cloud infrastructure environment.



Regency Lighting Summary

Organization	Regency Lighting
Industry	Distributors
Business Challenges	Increase system availability to on-site and remote users Rapid growth as Regency expands into new markets Streamline desktop management
User Environment	300 users Eight Locations
Application	Citrix XenApp Windows Server Active Directory, Exchange, VPN, Blackberry IIS Web Server Microsoft RDS, Microsoft SQL Server Microsoft SPLA Licensing SIEM
Technical Environment	SQL Server Databases, Dedicated SAN Environment OneNeck Cloud-Virtual Private and Physical Servers Internet Connectivity, Telecommunications/WAN Circuits Load-balancing and Content Redirection Services Threat Management/Gateway Management
Other Services	Disaster Recovery
End User Services	Desktop as a Service (DaaS) via XenDesktop Web Content Filtering

The Benefits

With the OneNeck system in place, Regency has been able to:

- Significantly increase the reliability and availability of their key IT systems, resulting in increased staff productivity and more sales.
- Leverage OneNecks' expertise for technical issues, allowing the Regency team to maintain staffing levels and eliminate the need for in-house senior level experts.
- Streamline the process of desktop management allowing for near instant provisioning of new users and devices.
- Enhance security of agent's data, along with their profiles and computing load, which now remains secure within the OneNeck cloud server environment.
- Streamline the migration of desktop hardware from PCs to a thin client solution.
- Migrate all of their data to OneNecks' data center in Tempe, Ariz., bringing their data into close proximity of their headquarters.

OneNecks' solution provided a creative way for Regency to use their existing IT resources. Instead of working within its own IT operation, Regency uses OneNecks' cloud solution to access technologies, as needed, and at the scale required. With the day-to-day burden of infrastructure and desktop management lifted, Regency can divert internal resources to core business initiatives.

About OneNeck IT Solutions

OneNeck IT Solutions LLC offers hybrid IT solutions including cloud and hosting solutions, managed services, enterprise application management, advanced IT services, IT hardware and top-tier data centers in Arizona, Colorado, Iowa, Minnesota, New Jersey, Oregon and Wisconsin. OneNeck's team of technology professionals manage secure, world-class, hybrid IT infrastructures and applications for businesses around the country.

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