

Emerson Ecologics & Neoscope: Enhancing the Business Mission through an Effective IT Partnership

Challenge: Neoscope had previously partnered with Liberty Lane Services, the parent company of Emerson Ecologics. In September of 2014, Neoscope assumed the critical role of managing servers and assisting with desktops. When Neoscope came on board, Emerson's hosted communications provider was constantly experiencing downtime issues with the exchange and phones.

Solution: The Neoscope team of IT professionals, including Neoscope's Chief Technology Officer, went to work immediately. They conducted a customized and comprehensive assessment and were able to identify and remediate downtime issues with minimal operational impact.

Results: Because Neoscope maintains and supports this critical infrastructure, the IT staff of Emerson Ecologics can dedicate their business focus to several large IT objectives including a communications platform migration from 3rd party host to Google.

"Neoscope has the flexibility and deep technical knowledge to provide Emerson Ecologics with support for any technology initiative they pursue," said Tim Martin, Neoscope Founder and President. "Our partnership gives the on-site IT staff the bandwidth to push those projects forward by providing the constant maintenance and monitoring the infrastructure requires."

"Our partnership with Neoscope has been a tremendous benefit to Emerson Ecologics. Neoscope solved our downtime issues quickly and our IT department has been free to focus on projects of greater long-term value to our company."

– Matt Seaton, IT Manager, Emerson Ecologics



OVERVIEW

Founded in 1980, Emerson Ecologics is a distributor of natural and herbal health care products to health care professionals and consumers. Emerson offers professionals in the integrative health care market more than 275 brands of professional-quality nutritional supplements, vitamins, prescription medications and natural health products. Headquartered in Manchester, N.H., Emerson also has large distribution centers in Virginia and California. Emerson Ecologics is an industry leader that established its own quality assurance program and in 2011 was named Corporation of the Year by the American Association of Naturopathic Physicians. The company was recently named to the BusinessNH Top 100 Private Companies in New Hampshire list for the second year in a row.

PARTNERSHIP FOR THE LONG TERM

In addition to its seamless day-to-day expertise, Neoscope has partnered with Emerson Ecologics on a wide range of projects including:

- Emerson Ecologics started at the base service offering but recently increased to a higher service level to take advantage of Neoscope's 24/7 proactive remediation service. This allows Emerson's small IT staff to focus on higher value initiatives.
- Performed a comprehensive IT assessment and found many areas for improvement which were addressed immediately.
- Implemented a Robust Backup solution.
- Implemented Domain and Virtualization Environment upgrades.
- A significant overhaul and upgrade of the production environment. For example, a new SAN has been implemented to significantly increase speed and productivity for its client-critical financial server.

FORGING A PARTNERSHIP

“We increased our service level with Neoscope for a simple reason: they have delivered a sustained standard of professional excellence far more than they promised,” Seaton explained. “The Neoscope team knows the meaning of being proactive and they have become an effective IT partner for Emerson Ecologics.”

“For all of our clients, having a robust and competent IT infrastructure isn’t a luxury but a necessity to propel their 24/7/365 drive to serve their customers,” said Neoscope President Tim Martin. “We are proud to assist Emerson Ecologics in growing its business and maintaining its stature as an industry leader.”

ABOUT NEOSCOPE

Neoscope is a multi-disciplinary Information Technology firm that takes managed IT services to unparalleled levels of service and customer satisfaction. Neoscope’s staff of certified senior IT professionals evaluates the specific business requirements of each client and then offers the clients the best practices technology solutions to accomplish their business objectives. Neoscope’s distinctive proactive managed IT services utilizes tools and processes to keep IT systems up and running to maximize employee productivity, increase customer service and reduce costs: all at a predictable and affordable monthly cost. Neoscope Rocks IT.