

## Customer Testimonial

Keith Rogers  
Network Administrator  
Intercontinental Manufacturing

### Company Overview:

Intercontinental Manufacturing Company (IMCO) is an ISO 9002/AS 9100 registered company located in Garland, Texas, a northeast suburb of Dallas. The company serves as the world's only supplier of MK80 series bomb bodies conforming to the U.S. Department of Defense approved technical requirements. In addition IMCO provides forged aluminum and magnesium components for aerospace and ordnance applications. IMCO also specializes in sheet metal and specialty products for the aerospace industry. Major customers include the U.S. Government, Raytheon, Cessna, Bell, Boeing, Sikorsky, Lockheed Martin and General Dynamics.



**Intercontinental  
Manufacturing**

In business for more than fifty years, IMCO boasts a fully qualified workforce of approximately 600 employees including professional, skilled and semi-skilled workers, and occupies twenty-eight buildings on thirty acres of land.

### The Challenge:

With its large, dispersed workforce IMCO poses a formidable IT challenge to its small team of network administrators. The five member IT team, is tasked with managing three hundred PCs, eighty thin client terminals and sixty-five printers. In addition, the company expects to implement a Symbol® wireless handheld solution throughout its facilities in the coming year.

"We needed a solution that would help reduce foot fatigue and headaches, while helping us automate necessary tasks throughout our network," explained Keith Rogers. Those tasks included managing hardware and software inventories, monitoring users in stealth mode and remotely administering software patches. The IT team needed to be able to touch every machine within IMCO's network from a secure IT area.

### The Solution:

No stranger to Micro2000's suite of PC diagnostics products, Rogers has been a happy customer for more than eight years. Having been very satisfied over the years with the company's Micro-Scope and Post-Probe products, as well as the company's excellent and knowledgeable technical support team, he was eager to evaluate the new RemoteScope™ network management solution for IMCO.

In November 2002, Rogers purchased RemoteScope with a one hundred seat license and began a pilot test. With the help of Micro2000's technical support team, he was able to install and configure the software within eight minutes, and was quite impressed with the product's intuitive interface and approach to solving network management problems.

### The Results:

"RemoteScope has greatly simplified the IT function at IMCO," commented Rogers. "Now, critical tasks such as troubleshooting, monitoring users or upgrading software, which used to take hours as well as trips to various buildings, can all be managed remotely. It has made our operations more efficient, while delivering convenience and cost-savings."

Rogers has been so impressed with RemoteScope's ability to manage his network, that in March, he purchased an additional one hundred seat license, and intends to upgrade to RemoteScope 1.5 very soon to manage the rest of IMCO's wired network.

Not only has the IT department been satisfied, but IMCO management has also taken notice of RemoteScope's time-saving network management features. The IMCO HR department intends to use RemoteScope to remotely manage five new plasma monitors installed in lobby and conference areas for the purpose of broadcasting company news, security alerts, employee awards, visitor welcome messages, PowerPoint slideshows and other timely information. Select HR staffers will have password-protected access to the RemoteScope console in order to effect content changes that can be quickly distributed to all the plasma monitors throughout the company.

### The Final Analysis:

"My experience with Micro2000 has been that they approach an IT problem from the customer's perspective," concluded Rogers. "They take a deeper view into a computer problem, and can resolve it more quickly than competitive solutions. I've been thoroughly happy with their high quality products as well as their excellent technical support team. RemoteScope, along with the other Micro2000 products are part of my IT bag of tricks that I bring with me to every company I work for."