

## M/A Design Group creates superior interior design files, while the IBM Lotus Foundations *Start* software appliance automates file backup.

### Overview

#### M/A Design Group

Los Angeles, California,  
United States  
www.madg.net

#### Industry

- Professional services

#### Products

- IBM Lotus Foundations *Start* (formerly Nitix Blue)
- IBM Lotus Domino
- IBM Lotus Notes



*“With the IBM [Lotus] Foundations *Start* software appliance, we shortened our system recovery time and cut the time our designers have to wait on AutoCAD files by two-thirds, and now we don’t hope our clients receive our files—we know they do.”*

—Murrie Alcorn, owner, M/A Design Group

**M/A Design Group (M/A Design) relies heavily on technology to deliver timely, top-notch interior designs to its customers. Its staff is focused on the business of design—not on the business of managing complex IT infrastructures.**

### Challenge

As M/A Design grew past the capabilities of its Microsoft® Windows® Server 2003 platform, it began to experience system lag, unreliable file management and inconsistent (or nonexistent) e-mail delivery that hurt the firm’s productivity and frustrated its customers. In the system’s worst moment, a total crash took 20 hours to restore and cost the firm US\$150,000 in lost AutoCAD files. The company wanted an automated solution that would help secure and back up its business-critical information, make it easier to share files via FTP or e-mail, and integrate easily into existing systems while requiring limited IT management.

### Solution

Guided by its IT service provider, Shaffer Computer Solutions, M/A Design chose to deploy the IBM Lotus® Foundations *Start* (formerly Nitix Blue) software appliance. Running on the open-source Linux® operating system, the IBM Lotus Foundations *Start* software appliance easily integrated with the company’s existing IT investments to achieve automated, hourly backup, fast system recovery, and highly available operations through exceptional, yet manageable, redundancy. The time it took designers to open AutoCAD files dropped from 15–20 seconds to 5–7 seconds. With the built-in IBM Lotus Notes® and Lotus Domino® platform, the new solution enables M/A Design to e-mail large files to clients with ease and on time.

### Benefits

- Automates system backup and restores files with little or no IT support
- Increases system availability and designer productivity
- Leverages existing IT investments
- Improves customer satisfaction with reliable file delivery



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U.S.A.

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September 2008  
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