



# CASE STUDY

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## Customer Profile

### Exis-Tech Sdn Bhd

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#### Overview

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EXIS TECH SDN BHD was incorporated in 2002; over the decade, we have emerged as a brand winner in the design and manufacturing of Back-End Test Equipment for the Semiconductor industry. With sales and service offices based in six countries and a manufacturing plant in Senawang, Negeri Sembilan, Malaysia, the company is well positioned to meet the needs of its customers across Asia, America and Europe.

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**Industry** – Semiconductor

**Hardware** – Dell R710/R230 servers with Dell MD3200 SAN

**Microsoft Software Products** – Windows 2012R2 Server

#### Paraframe Technical Consultation and Implementation Advantages -

Accomplishes reliable analysis and perform perfect implementation for Microsoft domain controller to eliminate the network performance issue.

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Paraframe provides the best consultation for Exis-Tech Sdn Bhd

*“It has improved the network performance so much and the productivity of our company without investing expensive hardware.*

Yuki Yap, IT Executive, Exis-Tech

## The Challenge

Exis-Tech has implemented VMWare virtualization for Microsoft Windows 2012R2 file server and Microsoft SQL servers with 6TB of Dell MD3200 SAN in 2014. After the implementation, the server and network performance had been good. The number of users has gradually increased since then. Lately (April, 2017), with the number of users increases to 100, the performance has degraded so much. After the thorough analysis and checking on the performance of server and SAN, we conclude that the server and SAN should not be the real issue. Furthermore, the management would not allow for the capital expenditures on new hardware.

## The Solution

With this mind boggling issue we have decided and chosen to implement a new primary Windows domain controller on a physical server. Instead of changing to a new SAN and server, this proposed solution is the most economical for the situation. After implementing a new primary domain controller users have not complained. Even then IT has not required rebooting the file server.

With this implemented users do not have to wait for the system to be rebooted. IT personnel can spend more productive time on planning and managing. In conclusion, the solution has helped the company to increase the productivity.

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