

Daltco Electric & Supply Ltd. Managed IT Services with OnServe



Daltco Electric & Supply (1979) Ltd was started by John Dalton in 1977 in Kingston, Ontario. The business expanded to Brockville and Renfrew in 1983 through the acquisition of two Kesco Electric branches. The Renfrew location later moved to Kanata, Ontario. Daltco Electric is Eastern Ontario's largest independent electrical distributor, serving the industrial, contractor, commercial, property management and government/institutional markets. We are a multi service and full stocking company focused on the electrical, automation, lighting and data communication market segments. Daltco is proud to be a Canadian owned and operated business.

Starting in the mid 1800's, the Dalton family has been in the wholesale distribution business for over 150 years. Originally delivering products via horse and buggy, their market was independent hardware stores. Today they are a market leader focused on electrical, lighting, safety, and automation products. While the names of the company and products have changed, their philosophy of delivering the greatest value possible to the customer has not.

The Need

As a successful business, Daltco Electric had grown from a single office to multiple locations. As they grew they kept adding equipment to meet their needs until they had a wide range of computers in their different offices. There was no dedicated backup system in place to protect their data, and all locations were on dial up connections. There were no standards for their computer platforms or their corporate software, which resulted in complex and costly support requirements. As well, all three offices shared the same inventory control system and internet service was unreliable and difficult to manage.

How did Micro Market Help?

Through the OnServe program, Micro Market analyzed their existing network and support channels. We also met with the owner of the company and learned about his plans for the growth of the business. With this information we were able to develop a plan to upgrade their network to meet their current and future requirements on a predictable budget.

We standardized all PC's on a common hardware and software platform for all new equipment. We implemented a secure backup strategy for their critical information, and monitor their backups daily. To share their central inventory system we redesigned their network topography and implemented a Terminal Services server network. All inventory information is on a shared server in Kingston, which is accessed through a Wide Area Network (WAN) between their offices through the use of Cisco Routers. This allows any employee to log on from any workstation at any office, or even from home, and get access to their network. Because they rely upon the internet to conduct business, we also provided them with redundant internet connectivity, so that if one service provider went down, they would still be able to operate. This has enabled Daltco to better service their customers, which will help them to grow their business.

Call (613)634-8125 for information how Micro Market can help you!