



XFM Case Study: Tekserve

“To our knowledge, we have one of the largest Mac-based FileMaker systems in the world. Backing up was a critical yet painful task. Since employing the XFM technology we’re now backing up every 10 minutes instead of once an hour. Our staff, who previously complained about ‘beach ball’ interruptions every hour, no longer notice a thing. I’ve received zero complaints after installing the XFM.

Econnectix enabled us to create an enterprise solution using FileMaker and Mac OS X. They did this holistically, by considering hardware, software, and application integration. The company has been a pleasure to work with — thorough, professional, and smart.”

— Aaron Freimark, IT Director,
Tekserve

Econnectix Corp.

14 N. Peoria St.
Chicago, IL 60607

T: +1 (312) 850-3308
F: +1 (312) 850-3930
sales@econnectix.com

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Corporate Background

Tekserve is New York’s premiere authorized Apple Reseller and Service provider and one of the largest Apple resellers in the world. Tekserve employs FileMaker to manage their invoicing, inventory, repair service, purchasing, quoting, CRM, rentals, data recovery services, scheduling, and employee timesheets.

Sales Blocked Every Hour

The primary concern for Tekserve: FileMaker server downtime. Crashes were rare, but a single crash meant as least 45 minutes or more of lost business and sales data, and hours of time spent by the IT department reconstructing critical data. Their system, with 93 files, 15 million records, and over 10 GB of data served to 160 simultaneous clients, presented significant backup challenges. Tekserve’s business processes dictate they perform backups at least once per hour, even if it meant disabling their users for the duration of the original, native FileMaker server backup. This disabling was more than an inconvenience to staff: customers had to wait for backups to finish before transactions could be completed, even new orders. Every time a backup occurred, FileMaker Mac OS clients displayed “beach ball” icons, during which no one could use the database. The smallest “beach ball” duration lasted at least a minute, and often over three minutes, every hour.

Instant Backups, Even On Mac OS

After Tekserve added XFM technology to their FileMaker Mac OS X server, the “beach ball” time that previously ran in the range of 1 to 3 minutes changed to a range of 0.65 to 2 seconds (with an average of less than 0.93 seconds). **The XFM provided two orders of magnitude performance improvement**, much better than Tekserve expected. Enabled with this performance, Tekserve now runs backups every 10 minutes without intrusions, significantly reducing their data-loss window over the original, one-hour backups.

While previously-lost sales may be hard to measure, Tekserve determined that staff productivity wasn’t. **XFM efficiency saving provides Tekserve with about 5 more employees per week:**

- 2 min per backup (average) hour x 8 hours per day = 16 mins per person.
- 16 mins per person x 160 people/clients = 2,560 mins per day.
- 2,560 mins per day / 60 mins per hour = 42.7 hours per day.
- 42.7 hours per day x 5 days per week = 213 hours per week.
- 213 hours per week / 40 hours per work weeks = 5.3 extra staff per week



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Many Beneficiaries

As a business the XFM delivers 5 more employees worth of productivity to Tekserve. The IT department no longer receives staff complaints about work delays and “beach balls,” and have reduced worst-case data loss to 10 minutes rather than one hour. And not least, Tekserve customers now can place orders at any time of the day, 24x7, without interruption.

Contact Us

Please request additional information by email at sales@econnectix.com or by calling +1 (312) 850-3308 x1.

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Chicago, IL 60607

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