

Success Story: Advanced Microelectronics, Inc.

About:

Founded in 1985, Advanced Microelectronics, Inc. (AME) is a leader in Information Technology Services. AME is a preferred provider for clients needing a



customized IT solution for their companies. Their approach goes beyond filling the immediate need for it's more than 3,800 customers. AME gains an understanding of its customer's business culture and creates IT solutions that add value to everything the company does for that customer. AME has grown based on its IT delivery excellence, industry knowledge, and state of the art engineers.

Advanced Microelectronics Challenges

- Needed a solution that could automate the collection and reporting of configuration settings in unique client environments
- Deliver continual, comprehensive system documentation to clients
- Keep track of changes on client systems

The Ecora Solution

- Easy to deploy and use, Ecora Auditor Professional automates configuration data collection to a centralized configuration management database to generate hundreds of out-of-the-box reports to meet customers' specific needs

Advanced Microelectronics Benefits with Ecora

- Reducing the manual process of system documentation from hours per system to just minutes for complete client infrastructures
- Time savings allows staff to focus on more important client projects and complete them quicker
- Ecora's agentless architecture is non-intrusive and easy to run in any client environment
- Updated documentation helps reduce troubleshooting times and prepare clients for compliance audits

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Nathaniel Yoder
Director of Networking
Services
Advanced Microelectronics

Advanced Microelectronics' (AME) clients rely on its IT professional services to keep their businesses running and accommodate their growth requirements. Like the services AME offers, the company looks for technology solutions that can help it be more efficient and provide better client service.

About three years ago, AME learned about Ecora's Auditor Professional software solution. "As IT infrastructures were growing in complexity, the size and scope of our projects were getting larger," said Nathaniel Yoder, director of networking services for AME. "We needed the Ecora solution to automate some of our time consuming manual processes."

Enhancing Client Services

Providing its clients with updated system documentation is part of AME's many service offerings. Prior to Ecora, it was taking hours to collect client configuration settings and document just a few servers. "Many of our clients don't like third-parties installing agents on their machines," stated Yoder. "Because it's agentless, Ecora Auditor Professional is so easy to set up and use. And, in minutes, we're able to identify the systems, collect the configuration information, and produce comprehensive reports."

AME is also able to save and store the configuration data on a standard SQL database so that the next time they run Auditor Professional in that client's environment they can track and control changes. This has come in handy many times as AME has been able to use Ecora Auditor Professional reports to pinpoint certain client problems and significantly reduce mean time to repair.

"In one case, we had a client with a critical server go down," added Yoder. "We were able to quickly run Ecora and produce an up to date server configuration report. When we compared the latest report to the historical report, we immediately identified what changed and recovered the server. Having this information from Ecora saved significant time and minimized what could have been a costly downtime event for our client."

Addressing Sarbanes-Oxley

With many companies struggling with Sarbanes-Oxley, AME is now helping clients with their compliance needs. AME is using Ecora Auditor Professional to produce reports that validate compliance to Section 404 of the Sarbanes-Oxley Act. "Ecora captures and reports on the IT controls information that auditors are constantly looking for to prove Sarbanes-Oxley compliance," said Yoder. "By delivering audit-ready reports generated with Ecora, we are able to stay on top of what auditors are looking for and sustain compliance even as our clients' IT infrastructures change."

Having partnered with an accounting firm to perform Sarbanes-Oxley audits, AME is also recommending that IT departments utilize Ecora Auditor Professional to produce the reports that validate compliance.

While Ecora provides outstanding value to AME's clients, its Auditor Professional software also allows AME to be more efficient and profitable – by saving significant time and resources. Ecora's licensing schemes for consultants provide price flexibility when working on client engagements. "Because Ecora's Auditor Professional is so user-friendly and its advantageous price-point, we get an easy-to-justify return on our investment on every project," added Yoder. "With the deliverables, efficiencies, and problem solving that Ecora provides, it would be hard to imagine working without Ecora Auditor Professional."