

CASE STUDY

**Client**

**Pacific Radiator Mfg. Ltd.**  
201, 20579 Langley Bypass  
Langley, BC V3A 5E8 Canada  
www.pacificradiator.com

**Industry**

Manufacturing - Radiators

**Application**

Konect

**# of Employees**

60

**Server Environment**

Microsoft® Windows®  
2003 Server

**Client Environment**

Microsoft® Windows® XP  
Professional

**Business Challenges**

- Increase reliability of remote connection and speed of data transfer for order entry.

**Konect Solution**

- Ease and intuitive use enables simple deployment with clients
- Convenience of one session display for Order Desk application



**Konect Partner**



**BACKGROUND**

The workplace has and continues to evolve as the global economy adjusts to the new norms of value. Along with economic shifts we are seeing an adjustment and evolution of the workplace and the expectations of employees. The value of an employee's work in today's economy is no longer measured by their presence or hours but rather is measured by their contribution, and its relative timeliness, in relation to the pace of their business. Employees can work from almost anywhere given they have the right skills, tools, technologies and environment to do so.

**CHALLENGE**

Pacific Radiator Mfg. Ltd. ("Pacific Radiator") is headquartered in Langley, BC and is a manufacturer and supplier of radiator cores for industrial and automotive use. Having been in business since 1986, Pacific Radiator has been witness to the impact that technological change can have even to those in a more traditional industries. Not only is technology changing the landscape of their business but it has also transformed how they conduct business.

"Today's businesses and workers has come to expect the flexibility and productivity benefits that technology provides them," said Lars Elkjar, General Manager at Pacific Radiators. "Technology has become critical to managing our business. We need software to manage our orders and customers and tools like email to communicate with our customers and

partners. But we also recognize that we aren't in the business of managing technology so we need solutions that help us leverage the benefits without all of the costs and time requirements."

**SOLUTION**

Konect Reseller Partner, Dunsmore Information Services ("DIS") provides technology solutions and support to Pacific Radiator. To support the management of orders and customers, DIS had provided Pacific Radiator with a VPN environment, providing remote access to their Order Desk application. Although functional, the data transfer rates were slow, security was a concern and the technology was temperamental.

DIS took up the challenge to find a faster, more stable solution for Pacific Radiator. Working closely with desktopsites, DIS was able to quickly demonstrate and prove out Konect's value proposition. Within days, DIS had installed, configured and enabled Konect for Pacific Radiator.

"The true test of an alternate solution for us was two-fold," said Grant Dunsmore, President of DIS. "First, would it save time for their employees. And second, were their workers more satisfied with this solution. As we expected, Konect provided these benefits immediately."

**RESULTS**

Konect has provided Pacific Radiator employees with time savings and efficiency. And perhaps more importantly, Pacific Radiator has benefited from having more satisfied workers.

**Pacific Radiator Mfg. Ltd.**

Pacific Radiator is a manufacturer of all types of industrial and automotive radiator cores. Since 1986 Pacific Radiator has been providing services such as CNC header punching, fin stamping, core assembly, tank and header forming and face dipping. They also have a new brass and steel fabrication shop with autopunching and laser cutting capabilities.

**Dunsmore Information Services**

DIS is a total networking solutions provider, selling computer hardware, software and technical support to businesses in the lower Vancouver mainland area.

**desktopsites Inc.**

desktopsites is an emerging leader and innovator in cost-effective access infrastructure solutions for small and mid-size businesses in North America and Europe. desktopsites was founded in 2000 and is based in Calgary, Alberta,

**About Konect**

Konect is a serverware solution for small and mid-size companies that enables simplified network resource management, deployment security and remote access for employees within and outside of the workplace. Using Konect companies can seamlessly publish centralized applications to their users desktops without the need for a local installation.