



*"At Sullivan Vineyards we know how to do one thing really well: make great wine. In order to maintain our focus on winemaking and manage our business better, we wanted a technology provider who would understand our specific needs and implement solutions tailored to the way we operate on a day-to-day basis. APCR not only gave us the solutions we needed, but they explained it in a clear and concise manner so our entire company is able to actively use it to improve our business."*

*Sean Sullivan, General Manager*

### Business Profile

ACPR Solutions  
OS Upgrade  
Intranet  
Remote Web Access

More Info  
[www.sullivanwine.com](http://www.sullivanwine.com)

Industry  
Agriculture

### Company Brief

Sullivan Vineyards is a small family-owned winery located in the world-famous Napa Valley. Founded by Jim Sullivan and his wife Joanna in 1972, Sullivan Vineyards produces small-batch, handcrafted wines that are known throughout the industry. The Wine Spectator has named them "one of the top 50 wineries in the world" and The Wall Street Journal hailed them as "one of the top five vineyards to visit in Napa Valley".

### The Challenge

Sullivan Vineyards' previous server hardware failed and in its place they leased a Dell server with Microsoft Small Business Server 2003 (SBS2003) preinstalled. Though they were paying for the functionality of SBS2003, they weren't using its full potential. All the workstations had Windows XP Home Edition installed, limiting communication with the server and disallowing use of the Groupware functionality. Some of the built-in features of SBS2003 had been left unconfigured. The staff had communication, productivity and collaboration issues stemming from a crippled server, a lack of central storage, and no relationship with a service-oriented computer consulting firm.

### The Solution

Anywhere PC Repair (APCR) observed Sullivan Vineyards' daily workflow, communication needs and current network infrastructure. Our solution included upgrading all workstations to Windows XP Professional Edition with Service Pack 2, allowing for secure communication with the server. Individual email addresses were assigned to all staff members and APCR configured Exchange Server for group calendaring, delegated email access, and assignable tasks. Using Windows SharePoint Services, APCR set up a company Intranet, creating a central location for all company communication. APCR also implemented SBS2003's Remote Web Workplace feature so all staff members have access to their email, calendar and contacts from anywhere in the world.

### The Results

- The Tasting Calendar is now kept on the Intranet, eliminating customer service issues caused by pen and paper calendaring.
- Internal communication is vastly improved; all staff view and post to the Intranet regularly and proficiently.
- Designated email access, group calendaring, calendar invites, and assignable tasks all help to improve company productivity with the added benefit of improving customer satisfaction.

### About Anywhere PC Repair

APCR provides small businesses with a reliable, expert Technology Solutions Partner. APCR helps you organize your data management, handles emergencies, plans for contingencies and creates viable technology budgets. The company is focused on building a relationship of trust with a realistic understanding of your workflow, operations and margins. As a technology provider we can be relied on to handle your technology needs, freeing your management and staff to do what they do best: run your company. APCR is on the web at <http://www.anywherepcrepair.com>. For more information contact: Keith Paolino at 510.261.5510 or [keith@anywherepcrepair.com](mailto:keith@anywherepcrepair.com).