

CASE STUDY:

James H. Rainwater Conference Center

Company:
James H. Rainwater
Conference Center

Location:
Valdosta, Georgia

Size:
17 Users

Objective:
To use upgraded
technology to better
facilitate communica-
tions with visitors and
potential visitors.

Solution:

Nexxtep Integration

- Installation and setup of a new server
- Upgrading of Microsoft Office software suite

Customer-Oriented Conference Center Gives Nexxtep “Very High” Marks in Customer Service



The James H. Rainwater Conference Center

The Valdosta Conference Center and Tourism Authority’s primary goal is to attract visitors from outside of Valdosta to come and enjoy what the community has to offer. The James H. Rainwater Conference Center serves as a hub for these visitors, offering meeting spaces, a large exhibit hall, and area information and guidance for visitors. When Tim Mabe joined the Conference Center as Executive Director in December of 2009, he immediately recognized the need to replace their old, unreliable server. After Nexxtep completed the server installation and software upgrades, Tim sat down with us to give us some feedback on the project.

When did you recognize the need for a new server?

“I’ve been here since December, and some of the things that I heard when I first got here were ‘The system crashes all the time. Emails aren’t getting through.’ and various other problems. I knew enough to realize that these were probably server issues. That’s when we decided to call upon Nexxtep. Nexxtep concurred that we needed a new server, and we also decided to use this time to upgrade the Microsoft Office suite for all of our users and to setup remote access so that users

could work from home.”

What made Nexxtep a good choice for implementing this project?

“Their staff was very familiar with our system and they got along very well with the folks here. They understood that we are a very customer-driven organization and that having access to email and internet is very important in communicating with our customers.

“A lot of server installations can be painful because there are always bugs to work out, but the folks at Nexxtep have been very much on top of addressing those issues.”

How would you rank the overall experience in working with Nexxtep on this project?

“Overall, I would have to rate the experience very high. The customer service quality, the follow up, and the fact that you’re here asking me how everything went all contributed positively to the overall experience for me.

“The Nexxtep staff is very outgoing and fun to work with. We have a very jovial relationship with them, but they are very serious when it comes to getting our computers up and running.

“I would recommend Nexxtep to all of my peers in the area as an IT provider and for major projects such as server installations and hardware upgrades.”



Tim Mabe

“I really appreciate that the president of the company dropped by to check on the progress of the installation. From a COO standpoint, I thought that was a really good touch.”