

Independence IT and RBS are Driving Technology Excellence at Red Carpet Charters

As one of the top motorcoach companies in the United States, **Red Carpet Charters** is moving passengers coast-to-coast in the lower 48 states and Canada with a 55 unit fleet of motorcoaches. The company operates from three locations to serve its customers: Oklahoma City where it began operations in 1985; Tulsa, Okla., which opened in 1999; and its newest location in McKinney, Texas.

Challenges

"We have outsourced our IT operations for years and we were never satisfied with the way they were managed," said Gene Dutton, general manager of Red Carpet Charters. "We went through a number of IT service providers and the customer service was always very poor."

With multiple locations, Red Carpet had data accessibility challenges that needed to be addressed.

If Red Carpet brought its IT function in house, it

would have needed to invest in better hardware, more servers, as well as an IT staff to support the company's expansion.

Solution

Red Carpet worked closely with the provider of its charter management software, RBS (Relational Bus Systems) to address its IT challenges. RBS, a reseller partner of Independence IT, understood Red Carpet's business and its challenges and recommended Independence IT's Premier Managed Desktop.

With this managed desktop solution, Independence IT hosts Red Carpet's software applications in its data center, provides reliable accessibility and handles day-to-day management, information security, data backup and recovery as well as end-user connectivity services.

Bob Schecter, president of RBS explained that as users come to work, they simply log into Independence IT's



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managed desktop solution and that serves as their work environment. If they are developing a quote in RBS' GoChart2000 charter management system, for example, they can easily email the quote and send related invoices and documentation.

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In addition to Red Carpet's charter management software, Independence IT also hosts the bus company's maintenance software application, Microsoft Office and Microsoft Outlook.

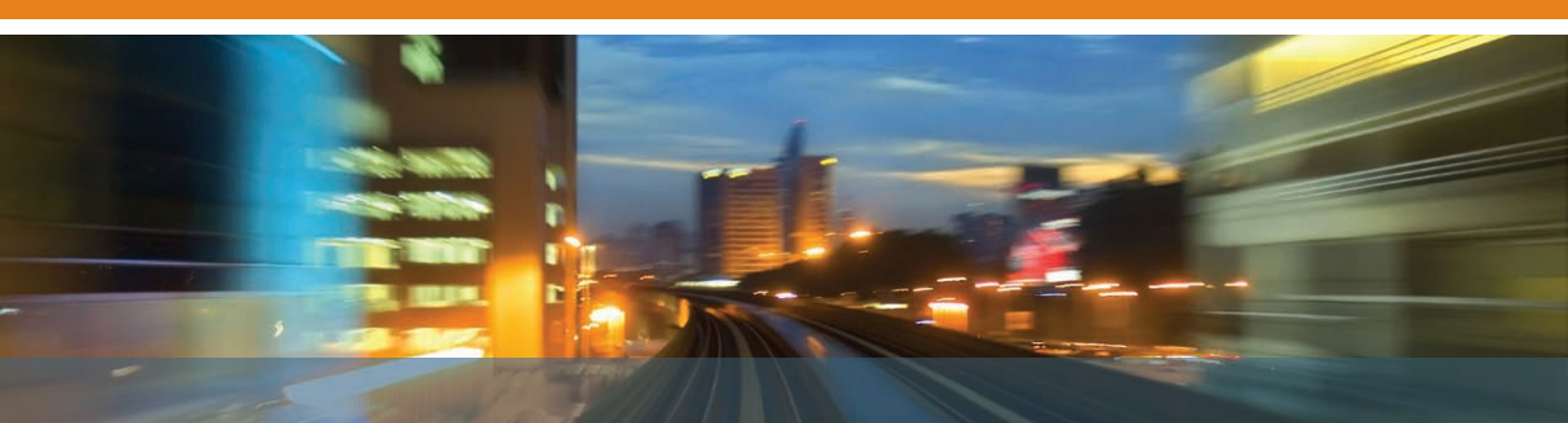
Benefits

“Accessibility is the biggest advantage of the hosted solution,” said Dutton. “Providing our diversely located employees with access to the same pool of data is essential. And, with the ability to access data and applications on the road, we can get up-to-date reports, schedules and other key information no matter where we are located.”

“With the assistance of RBS and Independence IT, we are now essentially a paperless operation,” said Dutton. “They have been very good for us. If our system does go down, Independence IT has been there to get us up and running immediately. Downtime has never been a long-term issue and we find that Independence IT is readily able to work a quick solution.”

Schechter also commented on RBS' relationship with Independence IT. “We have been working with them for about seven years and regularly recommend its hosted desktop solution to our customers. It is easy to use, provides accessibility no matter where a user is located, offers reliable backup and decreases technology investments for customers – making it the logical solution for small and mid-sized organizations with multiple locations.”

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