

NSM Surveillance

Provides surveillance systems for local law enforcement, municipalities, and federal agencies; and intelligence, surveillance, and reconnaissance systems for the Department of Defense.



Company

NSM Surveillance
San Diego, CA
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Overview

NSM Surveillance has over 20 years experience in providing turnkey command and control system to local and federal agencies, and to the Department of Defense (DOD). It started in microwave communications, specializing in sporting events – including the Tour de France and the Olympics. The 1996 Olympics in Atlanta gave them significant national exposure, prompting it to specialize in providing surveillance systems for cities and federal agencies.

Its systems are camera-based, but involve system integration services to build out extensive surveillance capabilities using commercial-off-the-shelf sensors and wireless communication components that naturally blend with the environment.

One of its larger installations was for the Baltimore Police Department. The largest project ever was for DOD to provide intelligence, surveillance, and reconnaissance (ISR) systems for the U.S. Army in Iraq and Afghanistan, including security surveillance of Baghdad and also for Camp Victory, the main base camp for U.S. forces.

Microsoft's cloud version of Dynamics AX ERP hosted by GoIWX provides functional flexibility to tightly manage BTO/MTS hybrid production with reliable, responsive IT support from GoIWX.

NSM Surveillance (NSMS) needed robust functionality to handle its complex production environment, with the capability to easily scale as the business grows. A cloud-hosted solution ensures they could take maximum advantage of a full-featured system in the most cost-effective manager – without needing an IT staff of its own.

Challenge

NSMS had started a couple of times to implement an ERP system, but lack of focus, and then an ill fitting standard system selected by its parent company resulted in false starts.

“We started down the path to implement the second system, but realized it ultimately wasn't going to fit the bill,” says Carolos Arnero, chief operating officer. “We do engineering and manufacturing – and every surveillance system is unique. We needed a solution that would better meet our needs.”

The same was pretty much the case for the parent company's other divisions, as well. So the team pulled back and reassessed what could best provide a multi-site, fully featured solution for mixed-mode production.

The parent company selected Microsoft Dynamics AX as a hosted solution. Not long after the system was up and running, NSMS was sold. And was informed it needed to get off the corporate host system. So NSMS evaluated its options and decided to switch hosting providers to go with GoIWX.

“We don't have the internal IT resources to manage Microsoft Dynamics AX. Going with GoIWX enables us to take full advantage of the system without having to staff up to do it ourselves.”

Benefits

- Strong solution fit for hybrid production
- Project management and accounting for BTO
- Highly scalable solution
- Rapid cutover at low cost
- Full complement of IT services
- Responsive service

Benefits

- Microsoft Dynamics AX ERP
- Microsoft Excel 2010
- Microsoft Windows 2008
- Microsoft Hyper-V Virtualization
- Microsoft SQL Server 2008
- Microsoft Terminal Services
- Microsoft TSGateway
- Microsoft DPM
- Extend ASP Control Panel

“GoWx really understood what we needed, and simplified our migration to a new host. They managed the cutover in a matter of days and at lower cost than anyone else could. They have the skill set to support us and are very responsive when we need them.”

Solution

Microsoft Dynamics combines a rich set of core capabilities with an innovative approach to ERP. It offers a full enterprise suite of applications for running manufacturing enterprises, including financial management, procurement and supply chain management, sales order and customer service management, inventory and warehouse management, production and manufacturing management, project management and accounting, among others.

“The system is made for much larger organizations, but it is a flexible platform and meets our unique needs well,” Arnero says.

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Results

“We’re fairly complicated in what we build and how we build it. We do low volume/high variability production,” Arnero states. “We design and build to order – and the flexible system platform allows us to run the business the way we need to.”

Customer orders require detailed product tracking and accounting. “It’s as important as the manufacturing piece,” he says. “And as we continue to grow, it can scale with us.”

NSMS went live on the system in April 2010. “The whole process was fairly uneventful,” Arnero states. “We encountered few issues. And most were on the application side. On the hosting side, GoWx was extremely responsive. They clearly understood our needs. We’ve been quite pleased with the service they have provided.”



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