

# Helping a Quebec business maintain its position as one of Canada's leading specialist manufacturers.

How Les Portes JPR Inc. uses Lenovo ThinkSystem solutions to support processor-hungry core systems, delivering a fivefold performance increase and helping users work more productively.

Lenovo Infrastructure Solutions  
for The Data-Centered

Lenovo

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## Background

Since 1978, Les Portes JPR Inc. has delivered high-quality specialist manufacturing services that foster client loyalty and attract ongoing business. Headquartered in Laval, Quebec, the family-run company constructs, distributes, and installs garage door systems for residential, commercial, and industrial properties, as well as providing 24/7 emergency repair services.

Home to Canada's largest range of garage door systems, Les Portes JPR Inc. strives to bring innovative products to market, including electro-hydraulic openers, and bespoke installations for aerospace and mining clients. Working with 3,000 different customers and 300 suppliers each year, the company aims to streamline operations to improve quality of service.

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## Challenge

To support long-term growth, Les Portes JPR Inc. deployed a new Microsoft Dynamics NAV enterprise resource planning (ERP) system in 2015. With the Microsoft solution, the company gained a powerful platform to manage and track manufacturing and development operations, customer and supplier relationships, and accounting processes.

However, users encountered problems when application response times started to slow. Les Portes JPR Inc. was using a heterogenous infrastructure that had grown gradually—but this complex and sometimes incompatible mix of server, storage, and virtualization solutions lacked the capacity to support the processor-hungry ERP system, and proved difficult to manage.

Les Portes JPR Inc. knew that ensuring users could access data quickly was crucial to reaching its growth and efficiency objectives. The natural step was to modernize the infrastructure underpinning the core business systems with a platform that would deliver greater performance and stability, and reduce the management workload for its small IT team.



## Why Lenovo? Outstanding commitment to customer success and clear communications.

To source the new infrastructure, Les Portes JPR Inc. approached various infrastructure and cloud vendors. Some offered prohibitively expensive solutions, while others simply failed to respond to the company's inquiries. Meanwhile, Les Portes JPR Inc. received a strong endorsement for Lenovo from [1order Inc.](#), its Lenovo value-added reseller, and enjoyed a positive experience when talking to Lenovo's consultants.

Joël Tremblay, IT Director at Les Portes JPR Inc., explains: "Lenovo devoted time to understanding our unique challenges and budgetary objectives as a mid-sized business, and talked us through the pros and cons of 15 different approaches to ensure that we deployed the right solution for our needs. We felt that Lenovo really valued our business and would bring real commitment to the partnership."

Lenovo offered another major advantage for Les Portes JPR Inc.: the ability to communicate in Canadian French. "Being able to talk to Lenovo in Québécois makes life so much easier for us. Also, their consultants seem to love their jobs. They were happy to engage with us, rather than treating the discussion as just another transaction," adds Tremblay.



“We no longer lie awake wondering if our servers have gone down overnight, Instead, we enjoy peace of mind that the Lenovo solutions will safeguard business continuity.”

**Joël Tremblay**  
IT Director, Les Portes JPR Inc.

## Consolidating complex systems with a cutting-edge solution.

To underpin its core business systems, Les Portes JPR Inc. deployed three Lenovo ThinkSystem SR530 servers and one Lenovo ThinkSystem DE6000F All Flash Storage Array. For local data archival, the company also bought a Lenovo ThinkSystem SR550 server with 100TB of storage capacity. The entire environment runs on Windows Server 2019 with VMware virtualization.

Les Portes JPR Inc. now uses Lenovo XClarity Controller software, which enables administrators to manage the infrastructure via a single pane of glass. The company led the implementation process, with occasional support from Lenovo. “On the few occasions that we needed guidance, we reached out and Lenovo provided a fix that same day,” says Tremblay.



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## **Giving back to the community.**

For Les Portes JPR Inc., it's important to play a positive role in society. The company provides work placements to students who are on the autism spectrum, a policy that has resulted in more than one full-time employment contract.

Tremblay explains: "From my own experience—I have a son who is on the autism spectrum—I knew that people on the spectrum can often excel in technology careers, where their linear and logical approach to problems can be a real asset. Through my son's school, we started to offer three-month work experience and training placements to older students. Our first student went on to study IT at the CEGEP, and later returned to work for Les Portes JPR Inc."

He adds: "The whole company is very proud of our stance, and it has resulted in exceptional hires: people who are really loyal, engaged in their work, and bring great value to our business. Of course, it's not only beneficial on the professional level. I would like other companies to consider the diversity of their workforce and make sure that they're not missing opportunities to take on great candidates."

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## Results

Les Portes JPR Inc. now has the infrastructure in place to drive sustainable business growth. With the Lenovo solution, the company achieved a fivefold increase in database performance, enabling business users to access data much faster and work more productively.

By modernizing the backup environment, Les Portes JPR Inc. has accelerated disaster recovery processes and minimized the risk of downtime. During one scenario, the company restored a 550 GB virtual machine in just three minutes—a 98.3% reduction on the previous three-hour recovery process.

Furthermore, the reliable, robust, and easy to manage Lenovo platform reduces the burden on the company's two-man IT team, freeing them from endless troubleshooting, and leaving more time and resources to focus on strategic enhancements. Tremblay says: "For our type of company—a family-owned Quebec business with limited budgets—Lenovo falls exactly into the right category with a good product, good pricing, and good support. It's very well suited to our needs!"



**5x increase in database performance helps business users work more productively**



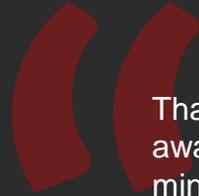
**98.3% faster recovery processes help to minimize the risk of operational downtime**



**Reduces workload of small IT team, freeing them to focus on strategic improvements**



**Provides peace of mind for management that systems will remain online 24/7**



Thanks to Lenovo, we now have total confidence in our infrastructure. We no longer lie awake wondering if our servers have gone down overnight, Instead, we enjoy peace of mind that the Lenovo solutions will safeguard business continuity. We are so pleased with the collaboration that we are now looking to replace our 100-strong PC/laptop estate with Lenovo devices.

**Joël Tremblay**  
IT Director, Les Portes JPR Inc.

## What will you do with data management solutions?

Les Portes JPR Inc. relies on Lenovo smarter manufacturing solutions to empower their Data-Centered workforce.

[Explore Data Management Solutions](#)

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