

# Venerable H. W. Wilson depends on MCE to aid them in supporting their growth engine of the future

H. W. Wilson, a leading publisher of reference materials and databases, has chosen MCE to provide integrated IT infrastructure solutions for them since 2004. This includes the engine behind their most critical growth channel, WilsonWeb, an always-on, mission-critical application providing research and reference materials to libraries around the world.

“Everything is so fast-paced around here. If I need something, I simply rely on MCE to help me. They save me time, and make my life easier.”

**Mike Regan**  
*Manager of Data Center Operations*

## **H.W. Wilson: Providing the Readers' Guide to Periodical Literature for 100 years**

An icon in the library community, H.W. Wilson, founded in 1898 and located in the Bronx since 1917, is dedicated to providing the highest-quality reference materials and databases available to the library market. Readers' Guide to Periodical Literature, introduced in 1901, quickly became a classic in the field and continues to be a primary research vehicle today. The company's other indexing and abstracting publications and reference materials are standard tools in college, public, school and professional libraries worldwide.

Delivered on the powerful WilsonWeb system, 64 H.W. Wilson reference databases meet today's research needs. The periodicals databases bring users full text, page images, abstracts, and indexing of thousands of leading magazines and journals. The acclaimed Wilson Core Collections support collection development in children's, school and public libraries. Biography databases provide information on more than 500,000 people throughout history. Wilson's Art Museum Image Gallery offers a wealth of art images from an impressive roster of international art museums. Wilson print references consistently earn reviewers' praise.

With these heavy demands on their IT infrastructure, H.W. Wilson needed an IT partner they could depend on. Looking for excellence in service after the purchase, great products delivered as needed, and knowledgeable,

flexible account management, they chose MCE to meet their requirements.

## **MCE solves IT problems so IT can focus on supporting the business**

Four years ago, H. W. Wilson needed help with an integrated solution for a WilsonWeb expansion project. As the growth engine of the company, they sought a partner who could reliably respond to their needs, maximizing availability and getting the solution right the first time. Working in a fast-paced environment, they also needed a vendor who could consistently respond with speed to custom, sometimes unusual requirements.

They found that assistance at MCE. Now, all of WilsonWeb is housed on systems integrated and supported by MCE. Because IT is intrinsic to the product H. W. Wilson sells, databases queried by librarians, students and researchers, response time and high system availability are crucial. Working in conjunction with H. W. Wilson, MCE architected clustered systems for redundancy.

H. W. Wilson was looking for an IT partner to provide excellent service after the purchase, great products delivered as needed, and knowledgeable, flexible account management

“When I call them we can communicate, and I get what I need and want without errors that consume additional time. In general, MCE saves me at least a week in most of our transactions.”

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When Wilson needs assistance fast, MCE responds. Recently, capacity planning alerted Operations to a need for rapid expansion. MCE delivered initial servers to address the requirement within a week. The remainder of the servers needed came shortly thereafter, and the service on key customer delivery systems was continued without interruption.

### **MCE saves time for H. W. Wilson**

Before MCE, when working with other system integrators and IT infrastructure suppliers, just to get a quote for systems could take 1-2 weeks of time. “MCE definitely shaves time off our IT procurement process”, claims Mike Regan, Manager of Data Center Operations for H. W. Wilson. “It is always just very smooth, without many issues. MCE makes me confident. When I call them we can communicate and I get what I need and want without errors that consume additional time. In general, MCE saves me at least a week in most of our transactions.”

And that same account manager continues to support the sale even following implementation. To ensure Wilson’s complete satisfaction, they are provided with a direct MCE phone number to call, and a generous return merchandise policy, standard for all MCE customers.

MCE has also provided Sun Solaris systems to H. W. Wilson. Primarily for their editorial applications, a Solaris-based Oracle database supports the Wilson Info Network (WIN) for indexing development work. In addition to supplying Wilson with all their Intel-based Windows servers, MCE now ships end user workstations to meet the company’s needs.

### **Wilson depends on MCE for enterprise-class service every time**

H. W. Wilson is privately held, with 350 employees—a stable business with a storied history and a bright future. In the past, the company has gone directly to major vendors to meet their IT needs. But they have learned small and medium-sized companies are not consistently provided major account service when going directly to billion dollar firms.

At MCE, though, every customer is important, and accorded enterprise-class treatment. H.W. Wilson knows they can count on MCE for top-notch service every time.



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[www.mce.com](http://www.mce.com)**

**Or call 888-733-4400**

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