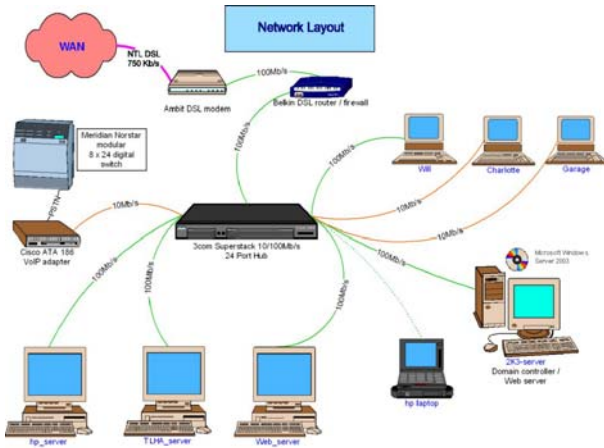


Control Masters Application Case Study

Network Installation



Technologies

Networking

Services Provided

Ethernet Network Setup
Microsoft Windows SBS 2003 Setup
Consulting

Software Utilized

Microsoft Windows SBS 2003
Exchange Server
Office 2003

Project Description

The customer required a complete replacement of a 5 year old Windows NT Network. The existing system consisted of 2 NT Servers, 14 NT Workstations and old support equipment such as an Ethernet Hub, tape backup system and FAX Modem. This equipment was slow and some of it non-functional. Microsoft no longer supports Windows NT (any version) and the customer was occasionally experiencing downtime of their entire office facility due to the problematic nature of this older system.

Control Masters was asked to consult on increasing their efficiency and the dependability of their network and computer system, was asked to specify new equipment and software, add remote desktop and remote support capabilities and also to help in reducing yearly Internet e-mail and web hosting costs. The customer also requested that the system be fully configured and working before installation in order to eliminate downtime at their facility.

The specified computer system consisted of Dell Poweredge 1800 Servers and Dell Optiplex Workstations with LCD Monitors, an Exabyte Autoloading tape drive and Ethernet Switches and FAX Modem. Software consisted of Microsoft Windows SBS 2003, Windows XP SP2, Microsoft Office Basic 2003, Veritas Tape Backup Software, Symantec Anti Virus, Computer Associates Pest Patrol Corporate Edition, Ghost Solution Suite and various other support software packages.

The system was setup and configured at Control Masters and all functions fully tested before delivery to the customer site. This included setup and configuration of the server, workstations, users, e-mail, internet access, DNS, DHCP, Microsoft Office, remote support, Exchange, e-mail retrieval from the ISP, tape backup, anti-virus and anti-spyware software.

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For this project, Exchange Server 2003 was specified to handle all e-mail functions and was integrated with J.A. Korsmeyer's EMP program for retrieving e-mail from a single POP3 e-mail box at the ISP. This program delivers all e-mail addressed to the customer to the Exchange Server which then delivers e-mail to specific users. The previous e-mail system was setup so that each individual user logged into the ISP to retrieve their e-mail which could result in a loss of communications ability within the company if the Internet went down for any reason. Implementation of an Exchange Server eliminates this problem and also provides a wide range of groupware functions such as e-mail address books, calendars and Public Folders that provide a convenient way to share information between users. Control Masters also worked with the customers ISP to streamline the e-mail system that was in place at the ISP and allow it to work with the solution above.

The customer requested the ability to FAX documents and other items through the computer system. The Microsoft Shared FAX server allows users to FAX virtually any type of document or e-mail. The Customers DOS based accounting system was modified to generate FAXable documents directly from the user's desktops. Since the customer FAX's over 100 documents per day, this eliminated waiting in line at the FAX machine and greatly increases their productivity.

Installation was performed on a Saturday and was completed in approximately 6 hours. This included removal of the existing equipment and setup of the new system. The users had previously saved all of their data files to CD's and this data was reloaded to the new computer systems. The System was started and functionality was again verified. When business resumed on Monday morning, zero downtime was experienced.

Support for this system since installation has been through Windows Terminal Services. This allows Control Masters to log in and make any required modifications or changes without having to visit the customer site. The Server software and tape backup software automatically generate status reports that are e-mailed every day that allow Control Masters the ability to monitor the status of their computer system and find problems before they become major issues.

Control Masters worked with the customers ISP and was able to help them eliminate over \$200 worth of services that were no longer needed. These included multiple e-mail boxes and a dial up account that had never been used.

The result of this complete network replacement project has helped the customer to become current with all of their hardware and software needs; has provided a stable and efficient computing platform; has increased productivity of their employees by providing them with the latest software and tools to perform their jobs; has eliminated a bottleneck at their FAX machine by providing them with an efficient FAX server; and has provided them with immediate support capabilities to reduce issues that could result in downtime.