

Case Study: Thin-client computing via Microsoft Terminal Services

**Relco is a fictitious name for an actual company. The company name and office locations have been changed to protect client confidentiality for the purpose of this case study.*

Situation

Relco is real estate agency serving both residential and commercial real estate markets, with 15 office locations in New York's Capital Region. Relco had a need to improve the reliability of their IT infrastructure in order to improve agent productivity, and to contain IT management costs.

Technologies Involved

- Microsoft Windows Server 2003 / Active Directory
- Microsoft Terminal Services
- Wyse WinTerm thin-client devices
- AVG AntiVirus
- i|ONE Network Management Suite
- SonicWALL firewall appliances

The Process

We applied the following proven methodology to this project:

- Reviewed Current Environment
- Document Objectives / Solution Requirements
- Create Solution Design and Obtain Client Approval
- Create Detailed Implementation Plan
- Perform Implementation
- Provide As-Needed Ongoing Support

Current Environment

Office 15 Office Locations / 100 Users

Locations and Users

- Albany, NY
- Colonie, NY
- Duanesburg, NY
- Glenmont, NY
- Glens Falls, NY
- Greenwich, NY
- Halfmoon, NY
- Lake George, NY
- Latham, NY
- Malta, NY
- Nassau, NY
- Niskayuna, NY

- Ravena, NY
- Troy, NY
- Wynantskill, NY

Primary Applications and Services

- Windows XP Home Edition
- MS Office 2003
- Adobe Photoshop
- Internet Explorer

Network Security

- NetGear Firewalls
- Symantec AntiVirus

Observations

- Branch Office Support
Existing support model for branch offices and remote users was inefficient, thus increasing total cost of ownership.
- WorkGroup Configuration
Lack of centralized directory services makes centralized administration of network resources unfeasible, thus increasing total cost of ownership.
- Desktop Operating Systems
Widespread use of Windows XP – Home Edition poses support challenge, as such workstations cannot be centrally administered via Active Directory.
- Patch Management
Lack of centralized patch management solution, makes environment unnecessarily vulnerable to system compromise from emerging malware threats (viruses, spyware, etc).

Objectives / Solution Requirements

Relco requested that Premier ONE make recommendations to address the following:

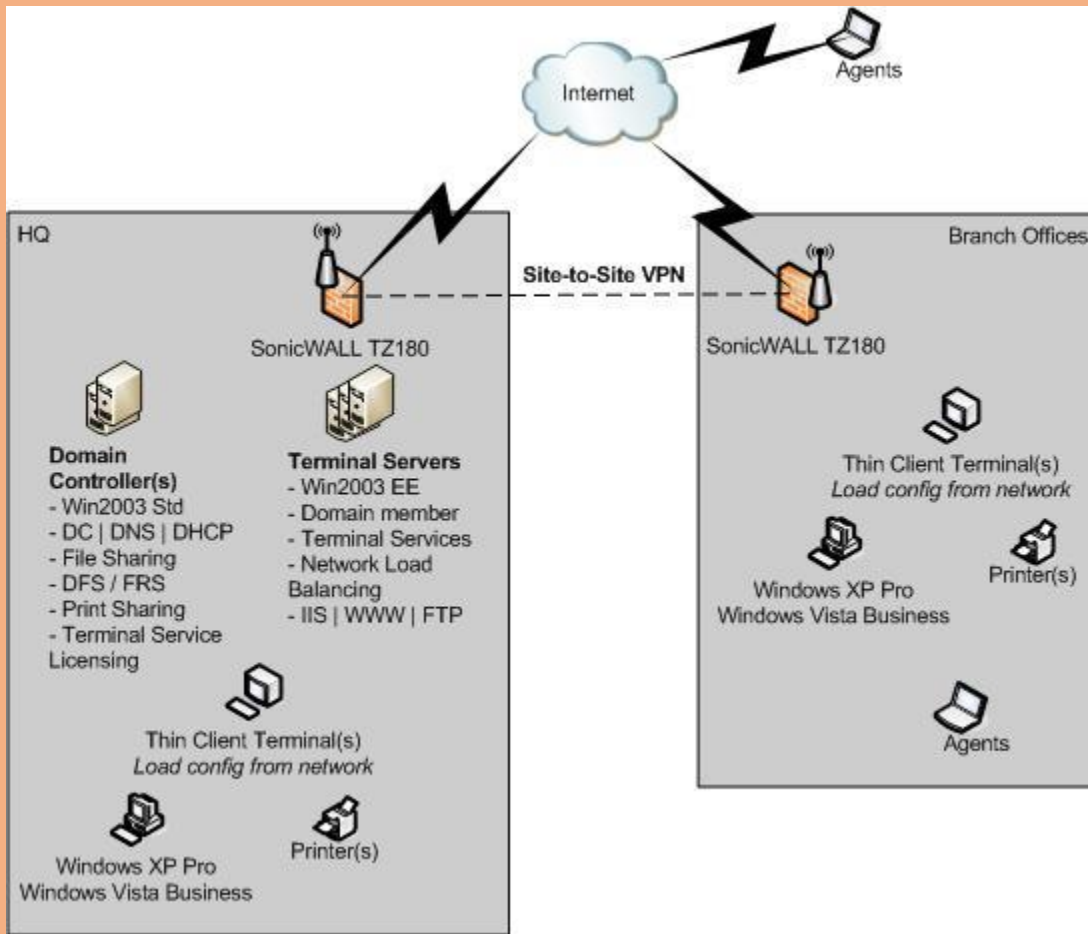
- Network security
- Good overall application performance and stability
- Ease of use and support
- Scalability to support future growth
- Reduced Total Cost of Ownership

Solution Design

Premier ONE recommended that Relco migrate to a centrally administered thin-client computing environment.

- Interconnect all office locations via site-to-site VPN
- Centralized administration of all network resources via Active Directory Forest
- Multiple load-balanced Windows Terminal Servers

- Wyse WinTerm thin-client devices



Implementation

- Created new Active Directory environment
- Configure Terminal Server environment, locked down and customized via Group Policy / Login Scripts
- Enabled centralized file & print sharing
- Configured site-to-site VPN(s)
- Replaced unmanaged PC's with Thin-client terminals

Benefits Summary

- Improved overall performance and stability of computing environment
- Projected \$500,000 savings over 5 years

/end Case Study: Thin-client computing via Microsoft Terminal Services