

Case Study: Microsoft Small Business Server 2003

**Benco 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

Benco is a benefits administration company serving private sector organizations ranging in size from 3 to 3,000 employees, with a single office location in New York's Capital Region. Benco had outgrown their peer-to-peer network and requested that Premier ONE make general recommendations to help Benco make more effective use of information technology.

Technologies Involved

- Microsoft Small Business Server 2003
- Microsoft Windows XP Professional
- Microsoft Office 2003
- TrendMicro Client / Server / Messaging Security Suite for SMB
- i|ONE Network Management Suite
- SonicWALL firewall appliance

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 Locations and Users	<ul style="list-style-type: none">• 1 Office Location• 12 Users
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Primary Applications and Services	<ul style="list-style-type: none">• Windows XP Home Edition• Windows XP Professional• MS Office 2000• Internet Explorer
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Network Security	<ul style="list-style-type: none">• Linksys cable router
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Observations	<ul style="list-style-type: none">• Unsecure Wireless Network Use of unsecure wireless network exposes network to unauthorized access.
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- **No Centralized File Sharing**
Lack of centralized file share adversely affects user productivity, as users have difficulty locating the correct version of any given document.
- **E-Mail**
Due to lack of centralized messaging system with common domain name, users running multiple of free e-mail services, such as Yahoo, Google, AOL, and Hotmail.
- **Desktop AntiVirus**
Many workstations running no antivirus product or running an antivirus product with outdated signatures.
- **Patch Management**
Lack of 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 general recommendations to help Relco make more effective use of information technology.

Solution Design & Implementation

Premier ONE made recommendations to Relco and implemented the following:

- Migrate from peer-to-peer workgroup environment to centralized Windows domain environment on Windows Small Business Server 2003 R2 to realize the following benefits
 - Centralized authentication and administration of all network resources.
 - Enterprise-class messaging via MS Exchange Server 2003 component of Small Business Server
 - Centralized file sharing and printer sharing
 - Shared network fax
 - Desktop standardization via login scripts and group policy
- Implemented centralized antivirus via TrendMicro Client Server Messaging Security Suite to provide malware protection for the server computer and all desktop workstations
- Replaced Linksys cable router with SonicWALL TZ190 firewall appliance, including Unified Threat Management
 - Perimeter firewall
 - Gateway antivirus / antispymware
 - Spam filtering via Realtime Black List
 - Secure wireless networking
 - Remote access via VPN
- i|ONE Network Management Suite to provide
 - Patch Management
 - Ongoing network administration and user support

- Spam & virus filtering for internet e-mail
- Automated off-site backup

Benefits Summary

- Improved overall performance and stability of computing environment
- Improved user productivity by creating an environment which allowed users to collaborate more effectively.
- Allowed business owner to spend less time focused on his network, and more time focused on running his business

/end Case Study: Microsoft Small Business Server 2003