



# Windows Server<sup>®</sup> 2008

## Customer Solution Case Study



**Customer:** Eriksen Translations  
**Web Site:** www.eriksen.com  
**Customer Size:** 45  
**Country or Region:** United States  
**Industry:** Translation services  
**Partner:** Allarus Technology Management  
**Partner Web Site:** www.allarus.com

### Customer Profile

Eriksen Translations has offices in New York and Argentina. 45 employees provide businesses with comprehensive translation services in over 100 languages.

### Software and Services

- Microsoft Office 2007
- Microsoft Office 2003
- Microsoft SharePoint Services 2007
- Microsoft Small Business Server 2003
- Microsoft SQL Server 2000
- Windows Vista
- Windows XP Professional

For more information about other Microsoft customer successes, please visit:

[www.microsoft.com/casestudies](http://www.microsoft.com/casestudies)

## Efficient Upgrade Increases Productivity and Reduces Frustration

With Windows Server<sup>®</sup> 2008, we no longer have to waste time running reports for our remote users, or have our internal terminal server users wait in line to use a computer with a local install. We were at the point where we had to decide to buy new PCs for users or agree to the expense of rebuilding our application.

Julian Ionescu, Controller, Eriksen Translations

### Business Needs

Eriksen Translations has 45 employees on two continents that provide businesses with a broad array of translation services. The company needed a consistent platform for line-of-business (LOB) applications serving employees at the corporate office in Brooklyn, New York, as well as at their fully staffed office in Argentina. Using Terminal Services with Windows Server<sup>®</sup> 2003 as a primary desktop for most remote users had become unreliable; Eriksen was looking for a way to reduce the frequency of profile issues and to increase productivity.

The company's infrastructure consists of 4 servers. One server runs Microsoft<sup>®</sup> Small Business Server 2003 R2, and the three others serving as a terminal server, Web server, and application server all run Windows Server 2003. All staff members have dedicated PCs. Remote users used

the terminal server to access the company's proprietary LOB application and used Outlook over HTTP for e-mail. Users in the corporate offices work on local Windows<sup>®</sup> XP PCs (when in the office) or through a remote Web workplace and remote desktop when working remotely.

When Eriksen found it was facing lowered productivity, increased support costs, and employee frustration, it began to look for new options for remote users. Eriksen considered moving to a Citrix environment and using Outlook over HTTP, but ultimately decided on Windows Server 2008 due to its strong security and reliability and cost savings.

### Solution

Partnering with Allarus Technology Management, Eriksen upgraded the terminal server and application server to

Windows Server 2008 in four days. Each server was built manually. Eriksen now uses Terminal Services to provide remote application access for its LOB applications to users working remotely from the office in Argentina as well as some local users with older PCs. With the upgrade, Eriksen began running:

- \* Terminal Services
- \* Terminal Services (TS) RemoteApp™
- \* Terminal Services (TS) Gateway
- \* Terminal Services (TS) License Service
- \* Terminal Services (TS) Web Access

Eriksen's future plans for Windows Server 2008 include centralizing their LOB applications, and removing them from all local PCs, even in the local environment. Eriksen looks forward to further increases in user productivity, and continuing reductions in support costs.

## Benefits

Following their upgrade, Eriksen enjoyed improved application experience for local and remote users. Remote users especially are finding their application access is easier and more streamlined, now that they can access applications without dealing with sometimes clunky desktop issues.

- \* Improved remote access and local security
- \* Streamlined experience for remote users
- \* Reduced support costs
- \* Increased productivity

## Windows Server 2008

Windows Server 2008, with built-in Web and virtualization technologies, enables you to increase the reliability and flexibility of your server infrastructure. New virtualization tools, Web resources, and security enhancements help you save time, reduce costs, and provide a platform for a dynamic

and optimized datacenter. Powerful new tools like IIS 7.0, Server Manager, and Windows® PowerShell, allow you to have more control over your servers and streamline Web, configuration, and management tasks. Advanced security and reliability enhancements like Network Access Protection and the Read-Only Domain Controller option for Active Directory Domain Services harden the operating system and help protect your server environment to ensure you have a solid foundation on which to build your business.

For more information, go to:

[www.microsoft.com/windowsserver2008](http://www.microsoft.com/windowsserver2008)