



Windows Server[®] 2008

Customer Solution Case Study



Customer: North Hudson Community Action Corporation

Web Site: <http://www.nhcac.org>

Customer Size: 600

Country or Region:

Nonprofit/healthcare

Industry: United States

Partner: Allarus Technology Management

Partner Web Site: www.allarus.com

Customer Profile

North Hudson Community Action Corporation provides community services to more than 64,000 low-income residents at eight locations across Hudson, Bergen, and Passaic counties, New Jersey.

Software and Services

- Windows Server 2008 Enterprise
- Windows Vista
- Windows XP Professional

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www.microsoft.com/casestudies

Community Health Nonprofit Tackles Flagging Productivity with New Server

With the application publishing and the .msi installations, everything is seamless and our users are comfortable just working with their desktop computers.

Alejandro Mendez, IT Director, North Hudson Community Action

North Hudson Community Action Corporation (NHCAC) noticed productivity was declining because of profile management issues and application responsiveness. To continue its leadership in administering health services, the nonprofit decided to test Windows Server[®] 2008 on an existing HP computer. Employee frustration levels soon subsided and employees assumed a higher level of productivity as applications were published more reliably.

Business Needs

North Hudson Community Action Corporation is a cornerstone of health and human services in New Jersey, serving more than 64,000 low-income residents at eight locations spread across three counties. An award-winning leader in its field for more than 40 years, NHCAC has been vital in creating much-needed services such as ob-gyn and prenatal care, emergency food and shelter, transitional housing, and mental health and addiction services.

Connected via wide area network (WAN) over 2-megabit broadband, NHCAC's eight locations comprised 12 servers running mixed operating systems: Microsoft[®] Windows NT[®] version 4, Microsoft Windows[®] 2000, and Windows Server[®] 2003, and Windows Server 2003 R2. Approximately 130 computer users running various versions of the Windows operating system (Microsoft Windows 95, Windows 2000, Windows XP SP2, and Windows Vista[®]) accessed these servers daily to administer health and community programs to thousands of residents.

But in some cases, system performance was degrading. "The use of the Terminal Services as a primary desktop for remote users [had] become problematic with frequent profile issues," says Michael Eden of Allarus Technology Management, the Microsoft Certified Partner that NHCAC hired to assess productivity issues. Support costs for weaker parts of the system were rising and employee frustration was mounting. NHCAC and Allarus needed to take action.

Solution

The plan was to replace the servers running Windows Server 2003 with a new application publishing platform. Eden and his team considered application publishing with Citrix and Microsoft Office Outlook® over Hypertext Transfer Protocol (HTTP) to provide a person-to-person communications solution. Ultimately, however, they decided that Windows Server 2008 and Terminal Services were a safer, less disruptive, and quicker route to pursue, considering the cost of the software, the cost of third-party skills, and the availability of those skills to manage and service the deployment. One of Eden's principal concerns was how a new deployment would offer workarounds to potential conflicts in the infrastructure.

On an existing HP hardware set, Eden manually deployed Windows Server 2008 on one server—with plans to deploy it on four other servers, depending on the outcome. The deployment included Windows Server 2008 Terminal Services RemoteApp™, Terminal Services Licensing, and the Windows Presentation Foundation. The deployment worked flawlessly, allaying Eden's fears of needing workarounds.

The initial deployment was immediately available to 10 users and had an equally immediate effect on productivity. Clients pointed to the new server via virtual private networks (VPNs) over the WAN.

Benefits

The test implementation of Windows Server 2008 vastly improved the application experience for users at NHCAC. It enabled them to work remotely from anywhere without the profile problems encountered on Windows Server 2003.

Detailed benefits included:

- * Increased employee productivity and satisfaction. No longer faced with the frustrating issues of profile management and delays of the old system, NHCAC's staff could use the new server applications when they wanted to and without disruption.
- * Increased customer satisfaction. The resident beneficiaries of NHCAC's services received more time from less-addled employees, which improved their experience of the nonprofit's dedication to its mission of helping people build strong communities through a matrix of health-related programs.
- * Reduced production costs. Maintenance and production costs decreased through the security, reliability, and availability that Windows Server 2008 provides.

The organization looks forward to deploying Windows Server 2008 on four more computers, including a server running Microsoft Exchange Server 2007, to further increase the preceding benefits.

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