



Windows Server® 2008

Customer Solution Case Study



Customer: Principal Asset
Web Site: www.principalasset.com
Customer Size: 24
Country or Region: United States
Industry: Other professional services
Partner: Allarus Technology Management
Partner Web Site: www.allarus.com

Customer Profile

Principal Asset is a national recruiting firm that places professionals in accounting, financial services, payroll, human resources, and IT.

Software and Services

- Microsoft Office 2007
- Microsoft Office SharePoint Server 2007
- Microsoft Small Business Server 2003 R2
- Windows Server 2008 Standard
- Windows Vista

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www.microsoft.com/casestudies

Recruiting Firm Boosts Productivity and Cuts Support Costs with Quick Server Upgrade

With Windows Server® 2008 and Windows® SharePoint® Services 3.0, we have made stability, speed, and functionality improvements across almost our entire enterprise.

Karen Druziako, President and CEO, Principal Asset

Principal Asset has a history of solving real business problems by using the right technology. This time, they used Windows Server® 2008 to replace an infrastructure that was struggling to sustain a robust new intranet portal while serving a growing number of remote and mobile users. The upgrade—completed in two weeks—dramatically improved terminal server capability, simplified server management and user experience, and increased productivity.

Business Needs

Principal Asset provides recruiting services for positions in accounting, financial services, payroll, human resources, and IT across the United States. The company has a main office in New York City and branch locations in New Jersey, Massachusetts, Florida, and California. Local recruiters and researchers typically work in the office one to two days a week, and remotely from home for the rest of the week. Regional staff members work via remote connection to the New York City office. Satisfying the needs of both candidates and corporate customers—across time zones, against deadlines, with absolute confidentiality—requires highly secure, 24-hour access to company resources, including

collaboration with other employees.

In 2003, Principal Asset hired Microsoft Gold Certified Partner Allarus Technology Management to build a network infrastructure based on Windows® Small Business Server 2003 and Terminal Server. Windows SharePoint® Services 2.0 provided a central contact point for employees working in different regions or on different shifts. Stronger mobile and remote support enabled the company to grow substantially without the costs of additional office space. However, the company soon realized that it needed an extranet with access for organizations and job seekers. Unfortunately, building it required third-party tools with additional

licensing, maintenance, and support costs not in the budget.

In 2006, Allarus built a new portal based on Microsoft® Office SharePoint Server 2007, eliminating the need for third-party extensions. Support then included the Windows Mobile® powered Palm Treo 700w smartphone. The company also upgraded all desktop and portable computers from the Windows® XP operating system to the Windows Vista® Business operating system running the 2007 Microsoft Office system. New application integration enabled Principal Asset to bring production of a quarterly newsletter in house, saving \$10,000 annually.

Despite the gains made with Web portals and applications, the server infrastructure began to show the strain.

Solution

Giving users access to line-of-business (LOB) applications through a remote desktop with Terminal Server in Windows Server® 2003 was not an ideal solution. Issues with desktop profiles became a continual source of lost productivity, employee frustration, and increasing support costs. Outsourced CIO Todd Bentley, the senior Allarus consultant, began to explore other options, such as moving to a Citrix environment to publish applications and using Microsoft Office Outlook® over Hypertext Transfer Protocol (HTTP) instead of connecting to a terminal server.

The key considerations in the search for a solution included maximizing user productivity and minimizing costs. Once again working with Allarus, the search led to the installation—on an existing HP ProLiant server—of Windows Server 2008, with the following Terminal Services feature scenario:

- * Windows Server 2008 Terminal Services RemoteApp™-. Replaces the remote desktop with a resizable window where the user can run almost any remote application.
- * Terminal Services Gateway. Enables authorized remote users to connect via the Internet to terminal servers and workstations on a corporate network.
- * Terminal Services Licensing. Works with Terminal Server to provide, catalog, and enforce license policy among Terminal Services clients.
- * Terminal Services Web Access. Makes TS RemoteApp programs available to users from a Web browser without requiring software installation.

Allarus completed the installation in only two weeks. Todd Bentley sums up the installation experience: “Describe the upgrade in a word? Quick.”

Benefits

The solution has improved productivity by providing easier access to LOB applications, better collaboration, and better terminal server performance. It also provides automatic license deployment, management, and reporting.

In addition, Windows Server 2008 enhances all the software and hardware investments that Principal Asset has made since 2003. Standard benefits include:

- * Easy Web maintenance. Internet Information Services version 7.0 offers improved administration and diagnostics, better development and application tools, and lower infrastructure costs.
- * Improved application experience for end users. Users do not need to download any applications to use TS RemoteApp.
- * Server availability. No matter how many remote users are accessing the server at the same time, the user experience is not affected.

- * Faster, better Internet connection. The Next Generation TCP/IP stack meets the connectivity and performance needs of varied network environments.
- * Continuity. Familiarity with Windows Server 2003 makes the functionality in Windows Server 2008 easy to find.
- * More secure remote access. Centrally locating applications and data reduces the risk of data loss from mobile computers.

In the future, Principal Asset wants to expand collaboration capabilities via new blog and Wiki templates to instantly communicate news bulletins or product updates. The company is also replacing a previous application for managing the recruiting process with a new solution based on an application template from Windows SharePoint Services 3.0, to save an estimated \$1,500 annually.

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