



Windows Server® 2008

Customer Solution Case Study



Company: ComCor, Inc.

Web Site: www.comcor.org

Customer Size: 150

Country or Region: United States

Industry: Nonprofit

Partner: Network Communication Group, Inc. (NCGi)

Partner Web Site: www.ncgi.com

Customer Profile

ComCor, Inc., is a nonprofit agency located in Colorado Springs, Colorado. It provides a jail alternative that helps felony offenders change their lives and make positive contributions to society.

Software and Services

- Windows Server 2008 Standard
- Windows Server 2008 Terminal Services
- Microsoft .NET Business Framework

Nonprofit Improves Efficiency, Saves Money, and Increases Productivity in Server

Windows Server 2008 has already given us the redundancy and productivity benefits that we were looking for. I expect the full-scale rollout to expand our thinking on our IT capabilities.

Peter Philbrick, Information Technology Director, ComCor, Inc.

ComCor, Inc., wanted to deploy Windows Server 2008 in its data centers to supplement or replace the Citrix system that kept critical applications running reliably. The ease of deployment saved time and IT resources, and the features of the operating system provide a return on investment in both cost and capability.

Business Needs

To meet record-keeping requirements of referral and oversight agencies, ComCor uses a metropolitan area network, a star-to-hub topology, and point-to-point T1 lines to connect four facilities located in Colorado Springs with the main data center. Remote access through a broadband Internet connection supports other remote offices located in other parts of Colorado. The main data center contains:

* Core applications, including Exchange Server 2003, SQL Server 2000 and SQL Server 2005, Terminal Services, Citrix, and HR and accounting applications.

* IT-specific systems, including domain controllers; backup, development, and test systems; and several monitoring and management systems.

The organization uses 32 physical servers and 9 virtual servers. All servers run Windows Server 2003. The virtual environment is VMWare and Virtual Iron. ComCor has 160 workstations; nine run Windows 2000 Professional, and the remainder run Windows XP SP2.

ComCor uses Terminal Services to administer all servers except one. The organization's most mission-critical application, the ComCor Automated Tracking Solution (CATS), will run only within Terminal Services.

The organization has experienced major disruptions in system availability. In the worst case, staff could not work for the duration of the outage. Replacing older



systems with new was increasingly difficult because of disruptions of services, missed deadlines, and resolution of issues tied to deployment. These issues sometimes led to sacrificing IT best practices.

Although these disruptions have not caused a loss of revenue, they have caused a loss of productivity. ComCor decided to evaluate replacing its Citrix structure or building a secondary system of Terminal Services applications in case of a failure of Citrix.

Solution

ComCor decided to deploy Windows Server 2008 Standard on 12 servers. The product's pricing for nonprofit organizations helped the decision. ComCor began by deploying the product on one server to test:

- * Terminal Services in Windows Server 2008 as a supplement or replacement for Citrix.
- * New security and management features and Active Directory changes.
- * Operating system functionality for hosting intranet portals.

The solution includes the following features:

- * Windows Server 2008 Terminal Services RemoteApp™
- * Terminal Services Gateway
- * Terminal Services Licensing
- * Terminal Services Web Access
- * Network Load Balancing
- * .NET Framework 3.0

The solution took only about three weeks to implement in the test phase. ComCor's support partner, Network Communication Group, Inc., supported the deployment by providing input on the new functionality and helping with configuration issues.

When the production version of Windows Server 2008 becomes available, ComCor will conduct a gradual rollout, which will entail

reuse of some existing IBM xSeries Intel-based servers. ComCor has purchased some x64-based hardware over the past 18 months, which should help rollout.

ComCor also expects to deploy:

- * Windows Server 2008 domain controllers, making use of new Group Policy objects.
- * A Terminal Services structure to back up the existing one.
- * New servers running Windows Server 2008 as applications become available.

At this point, the major impact on the organization has been a change in the IT tactic of mapping one physical server to one task. Virtualization of servers—with hardware support for that process—should have the biggest impact on the rollout.

Benefits

The most significant benefits from the solution are operational efficiency, reduced cost, and an improved user experience.

The return on investment is measured not only in terms of cost, but in better security and more granular control of services and functions. Detailed benefits include:

- * Built-in redundancy. Windows Server 2008 Terminal Services provides redundancy for the existing Terminal Services structure through Citrix.
- * Increased efficiency of WAN usage.
- * Reduction of application deployment time by two months.
- * Improved end-user productivity. In the Terminal Server environment, applications run faster, save software installation time, and allow users to work from anywhere.
- * Reduction of overall deployment efforts by three weeks.
- * Reduction of remote management costs by 7 percent.
- * Increase in reliability/availability by 75 percent.

* Improvement in IT productivity by 8 percent. IT personnel discovered familiarity with Windows Server 2003 made for an easy transition to Windows Server 2008.

- * Better security. Using TS Gateway improves security because applications and data are in a centralized location.
- * Better external communication. An unexpected benefit of the solution is that it enabled VPN access to other vendors.

As ComCor moves forward with production deployment, it expects to redefine many working areas, improve the ability of the IT department to manage the environment, and consolidate servers. ComCor expects the reduced IT costs to ultimately give the entire organization a competitive advantage.

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 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