

Case History

Project Management – Network Environment

Client Profile:

- Oklahoma City manufacturing business primarily performing industrial coating and metal polishing repairs, 8 users
- 2 Servers, 11 workstations and 1 security camera workstation, Small Business Server 2003
- DVITS assumed this account from another IT consulting company who had attempted to configure a Small Business Server network with poor success

Client Issues:

- No on-site network or server monitoring
- No RAID 1 array configured
- No backups of critical data configured
- No firewall installed...the original firewall was installed with inadequate licenses and was no longer manufacturer-supported
- No Exchange email setup...client using 3rd-party hosted POP3/IMAP email
- No Static IP from current Internet provider
- Of the eleven workstations onsite only two workstations had been joined correctly to the network domain, and only 5 Client Access licenses (CAL) were available
- No Antivirus (AV) had been installed on either server
- Antivirus was expired on a majority of workstations

Remediation performed:

- Had client obtain adequate client access licenses (CAL's) to support the environment
- Joined all workstations in office area properly to network with legal CAL's
- Configured the server with RAID1 array to provide redundancy in the event of single hard drive failure
- Updated anti-virus licenses, configured centralized AV console to manage anti-virus
- Installed,configured anti-virus on both servers
- Configured onsite backups to external hard drives for all client data
- Configured online backups with Sempreon online backups for all business-critical data
- Configured available ISP equipment to provide some firewall protection
- To minimize short-term costs left client on 3rd-party POP3/IMAP email solution, configured workstations consistently to simplify management