



Windows Server® 2008

Customer Solution Case Study



Customer: eMazzanti Technologies

Web Site: www.emazzanti.net

Customer Size:

Country or Region: United States

Industry: Professional Services/Consulting

Customer Profile

eMazzanti Technologies, based in Hoboken, New Jersey, provides technology services for businesses of all sizes throughout the New York Metropolitan area and in three countries worldwide.

Software and Services

- Windows Server® 2008 Standard
- Microsoft® Office 2007
- Microsoft® Office 2003 Professional
- Microsoft® Exchange Server 2007
- Microsoft® Office SharePoint® Server 2007
- Microsoft® SQL Server® 2005
- Windows Server® 2003 R2 Standard Edition
- Windows Vista®
- Windows® XP Professional
- Microsoft® Pocket PC
- Windows® Network Attached Storage

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

www.microsoft.com/casestudies

IT Services Firm Resolves Its Remote Access Needs, Boosts Server Performance 30%

Our Gold status with Microsoft® and our experience with Microsoft technologies have kept our network up and running smoothly, as well as with our mutual customer base.

Jennifer Mazzanti, President, eMazzanti Technologies

eMazzanti Technologies has a rapidly growing team of field engineers. The ability to emulate the desktop experience over a wide area network (WAN) connection anytime and anywhere is critical to the company's success. An upgrade to Windows Server® 2008 provided the advanced Terminal Services features and remote access capabilities that eMazzanti needed.

Business Needs

eMazzanti Technologies, a Microsoft Gold Certified Partner, works with businesses of all sizes to provide strategies for growth through the use of intelligent technology tools. From business process analysis to network design, security planning, and preventative maintenance, the company's services aim to reduce costs, mitigate risk, and drive revenue for its customers. eMazzanti also offers an extensive portfolio of network products from leading technology manufacturers. eMazzanti's flexible, scalable model adapts to meet the aspirations of its customers.

Keeping pace in the world of technology means evolving quickly and anticipating

customer demands. Although its business and existing network were running smoothly, eMazzanti wanted a more effective remote access solution to streamline its workflow and improve the user experience.

The company's existing network included core servers and domain controllers running Windows Server® 2003 R2 Standard Edition with Dynamic Host Configuration Protocol (DHCP), Domain Name System (DNS), Microsoft Visual SourceSafe® file shares, and more. The network also used Terminal Services (through Windows Server 2003 R2), Microsoft Office SharePoint® Server 2007, and

document storage. Field representatives use a mix of custom-built and Hewlett-Packard (HP) laptops that round out the network infrastructure.

eMazzanti must be familiar with the technologies that it recommends to customers. Adopting the latest technologies enables the company to investigate issues that might arise for customers and determine appropriate solutions—before customers even know that an issue exists.

Solution

When eMazzanti went in search of a solution to provide a platform for collaboration and improve remote access, it considered several variables before ultimately choosing Windows Server 2008 Standard. Factors in the decision-making process included cost of software, complexity of implementation, hardware requirements, interoperability capability, performance, and customer needs. Hardware features, such as power management, were also a key factor. For example, power management in the New York Metropolitan area—where costs are high and circuits are in demand—is an important consideration.

The experienced staff of network engineers at eMazzanti deployed two Intel-based HP servers for the solution. The staff deployed the entire solution within two days by using Unattend.xml, a Windows® installation automation tool. Integral parts of the solution included Terminal Services Gateway (TS Gateway), Terminal Services RemoteApp™ (TS RemoteApp), Terminal Service Licensing (TS Licensing), Terminal Service Easy Print, and Terminal Service Web Access (TS Web Access), along with Desktop Experience Pack and the Themes Service.

eMazzanti sought to use the new Terminal Services features for desktop emulation, remote access, interoffice communication, and availability to address its on-site and off-site business needs.

Benefits

The new Terminal Services solution improves operational efficiency and reduces cost through more efficient WAN usage, improved application experience for users, and easier and faster deployment of applications. Windows Server 2008 Terminal Services provides new ways of working with customers and enables users to work anywhere, at any time.

In addition, the new HP servers provided savings in total cost of ownership (TCO) because the systems were set up faster, pull less power, make less noise, and produce less heat. The systems also include more event notification than before.

Other benefits of the solution include:

- * Increased server performance by 30%
- * Improved security because of tighter encryption and better user access control through TS Gateway, along with centralization of applications and data rather than keeping them on laptops
- * Decreased time spent managing servers
- * Improved end-user productivity facilitated by large amounts of random access memory (RAM) speeding up processes, enabling remote access and collaboration
- * Noticeably increased reliability and availability compared to Windows Server 2003 R2

Looking ahead, eMazzanti is planning a full

server conversion for completion in line with the release of Windows Server 2008 Service Pack (SP) 1.

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