



Microsoft Windows 2000 Server Customer Solution

Business Product Manufacturer Gains Major Cost Savings from Switch from Novell NetWare to Microsoft Windows 2000 Server

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With a deployment that will transform a server environment based largely on Novell NetWare 5.0 into one based exclusively on Microsoft® Windows® 2000 Server, the world's leading provider of office supplies and equipment anticipates trimming U.S.\$226,000 yearly from its IT budget. This savings will come from a combination of hardware consolidation and support efficiencies, while other benefits include easier troubleshooting, wider availability of applications, and greater access to technical talent.

Situation

You could say the people at ACCO Brands know their way around the office. Since inventing the three-ring binder back in 1893, pioneering the manufacture of paper clips a few years later, and introducing the world's first stapler in 1925, ACCO has been a leader in providing the people who work in offices with a host of indispensable supplies and equipment. Today, there's hardly a business on the planet that doesn't have ACCO products on the premises—from personal calendars and mailing labels to overhead projectors and computer peripherals.

One of the factors making ACCO such an industry powerhouse is the company's relentless commitment to using technology in a strategic, innovative, and financially sound fashion. In keeping with that commitment ACCO recently undertook a major server migration that will transform a mixed environment of Microsoft® and Novell operating systems into one based exclusively on Microsoft Windows® 2000 Server. In so doing, ACCO executives expect to save about U.S.\$226,000 yearly in the costs of hardware maintenance, software licensing, and hardware and software support.

Solution

This migration, which was launched at the production level in July 2002 and is expected to be done by the end of the year, involves 15 ACCO sites across the United States and Canada and a total of 55 servers: 36 based on Novell NetWare version 5.0 and used for file and print, 14 based on the Microsoft Windows NT® Server network operating system version 4.0 and used for e-mail, and 5 (2 based on NetWare and 3 based on Windows NT) supporting data backup. In addition to converting all the servers to the Windows 2000 Server operating system, ACCO will upgrade its mail servers from Microsoft Exchange Server version 5.5 to Exchange 2000 Server and



Solution Overview

Customer Profile

ACCO Brands Inc. is an operating do of Fortune Brands Inc. (NYSE: FO), employs roughly 5,000, and recorded 2001 revenues of \$1.2 billion. ACCO Brands designs, develops, and manufactures widely used office supplies and equipment.

Business Situation

A mixed environment of Microsoft® and Novell operating systems meant ACCO was spending too much on hardware and software purchasing, licensing, administration, and support.

Solution

Migration of 55 servers from a mix of NetWare (36) and Windows NT® Server 4.0 (19) to a purely Windows 2000 Server-based environment; 1,650 objects authenticating against Active Directory®

Benefits

- Estimated savings of U.S.\$226,000 yearly in hardware maintenance, software licensing, and hardware and software support
- Hardware consolidation, easier administration, rapid deployment of applications, reduced new-server deployment time, and wider access to technical talent and applications

Software and Services

Microsoft Windows XP Professional
Microsoft Windows 2000 Server
Microsoft Office XP Professional
Microsoft Exchange 2000 Server
Microsoft Systems Management Server 2.0
Microsoft Consulting Services

Hardware

Servers: Compaq
Desktops and laptops: Compaq, Dell, Toshiba
Networking: Cisco and Nortel
Storage: Compaq

implement Windows 2000 Active Directory® service, Windows 2000 Terminal Services, and Microsoft Systems Management Server version 2.0.

When the migration is complete, ACCO will have 26 servers at the 15 sites: 12 supporting file and print, 7 supporting file and e-mail, 6 supporting e-mail, and 1 for backup—all of them based on Windows 2000 Server. Those servers will be supporting a client environment based exclusively on Microsoft Windows XP Professional and Office XP Professional. That's because the server migration is part of a larger project, implemented with the help of Microsoft Consulting Services, to bring those technologies to the client PCs at ACCO.

Benefits

Removing Redundancy Means Big Savings

As Director of Technology Services for ACCO's North America Operations Nancy Schiffmann explains, ACCO executives decided on the migration from Novell NetWare to Microsoft Windows 2000 Server largely for reasons of cost. For one thing, Schiffmann and her colleagues wanted to eliminate the resource redundancy of a dual operating-system environment—hardware being the most obvious example. As noted, ACCO will reduce its server numbers from 55 to 26 at least partly because it will be able to use the same servers for file, print, and e-mail. This means enterprisewide savings of \$110,000 yearly in hardware purchase and maintenance and savings of an additional \$98,000 in what had been the cost of supporting the NetWare component of the operation

Another redundancy cost for ACCO was having to address potential conflicts between two user repositories: Novell Directory Services and Active Directory. To lighten the administrative burden, ACCO relied on a third-party synchronization utility, the cost of which was significant. "For yearly licensing, maintenance, and updating of that utility, we were spending \$18,000," Schiffmann reports. "That's a cost we'll no longer face after the migration to Windows 2000 Server."

Additional savings will come in the areas of network infrastructure and client migration. By reducing the need to route two protocols—Internetwork Packet Exchange (IPX) for NetWare and Internet Protocol (IP) for Windows—ACCO is reducing the complexity of its corporate network. "It's hard to quantify the dollar savings on that particular piece of the puzzle, but having a single protocol will definitely simplify the task of troubleshooting," Schiffmann says. "And by having Windows 2000 Server on the server while we are migrating our client systems to Windows XP, we can avoid the dependencies of a prior server operating system as well as the complexity of having to maintain Novell client software."

Rapid Deployment of Applications

For his part, Manager of Network Planning Jeff Khan considers Active Directory an integral part of the benefits that ACCO will enjoy once the company completes its migrations at both the server and client level. To help keep both environments standardized for the purpose of simplifying application deployment, ACCO is leveraging the capabilities of Active Directory and Group Policy.

For example, using Active Directory Management templates for Group Policy support, ACCO is standardizing the company's Microsoft Office XP deployment across multiple sites. The company also is simplifying the deployment of other client-side applications, like Microsoft Visio® drawing and diagramming software. "With 142 people at ACCO using Microsoft Visio software, we've usually spent about two weeks to deploy new installations or update existing ones," Khan says.

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Nancy Schiffmann
Director of Technology Services
ACCO Brands

"With 142 people at ACCO using Microsoft Visio software, we've usually spent about two weeks to deploy new installations or update existing ones. Now with Active Directory and the Windows Installer [IntelliMirror], we can manage the entire task in 24 hours."

Jeff Khan
Manager of Network Planning
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Microsoft®

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Khan says there are also support advantages to this approach. "The standardization advantage comes in creating a single software-distribution package, and this simplifies support because IT staff will always know what the settings are."

Server Deployment in One Day Instead of Three

Yet another advantage of the move from Novell NetWare to Windows 2000 Server will come through that operating system's support for built-in Plug and Play network adapters. "This is something we can get in the Windows 2000 Server environment but not in the NetWare environment, and it vastly simplifies the deployment of peripherals," Khan says.

Using Plug and Play in conjunction with SysPrep, another Windows 2000 Server utility, also helps in the setup of new servers, Khan adds. "SysPrep enables us to use a single server image, pre-populated with drivers, which will be very helpful whenever we need to install a new file or application server," he says. "In the NetWare environment, we had to manually adjust the drivers—which would require close to a full install each time—and it would take two or three days. But in the Windows 2000 Server environment, we can deliver the server image and add the applications needed in less than a day."

Poised for the Future

According to Schiffmann, another major advantage of ACCO's switch to Windows 2000 Server is the wider availability of technical expertise. "There are some extraordinarily talented people working in both environments, but it's a lot easier to find the talent in terms of Windows 2000 Server because there are more people out there with in-depth knowledge of Microsoft products," she says. "When it comes time to add to our technical staff, we have a wider choice and more competitive skill set for the money."

Schiffmann also sees a wider choice of applications for the Windows 2000 Server operating system. "We used to routinely see products supported on NetWare, UNIX, and Windows, but now we are definitely seeing more and more of them moving just to UNIX and Windows," she says. "This is significant for any company that needs access to the industry's most advanced software tools to stay competitive—and especially at ACCO, with its tradition of using technology in a strategic way to build and maintain a position of leadership."

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Microsoft® Windows 2000® Server is the multipurpose network operating system for businesses of all sizes. Windows 2000 Server enables businesses to:

- Share files and printers reliably and securely.
- Choose from thousands of compatible business applications.
- Build Web applications and connect to the Internet.

The combination of these capabilities and the fundamental flexibility of the operating system delivers a strong business value proposition for today's IT customer.

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