

Microsoft Windows 2000 Server wins thumbs up for Microsoft Certified Partner Matthijssen from regional charitable organization



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Through a successful deployment of Microsoft® Windows® 2000 Server, New Jersey-based Microsoft Certified Partner Matthijssen Inc. has provided the Department of Persons with Disabilities (DPD), a private charitable agency, with vastly improved networking, highly efficient file and print security, and powerful collaboration capabilities. Through this deployment, Matthijssen also has saved DPD thousands of dollars in hardware and support costs and dozens of hours each week in day-to-day management and administration. Furthermore, Matthijssen has bolstered its own reputation as a solution provider that gets results for small and midsize organizations.

Solution Overview

Microsoft Certified Partner

Based in East Hanover, New Jersey, Matthijssen Inc. is a Microsoft Certified Partner employing some 40 people.

Customer

The Department of Persons with Disabilities employs 56 and serves people with mental retardation and developmental disabilities.

Business Need

A better solution than the prior peer-to-peer network and hard-to-use messaging system that hindered communications, collaboration, and document sharing.

Benefits

Dozens of hours per week saved in communication and collaboration efficiencies; about a dozen hours per week saved in administration; thousands of dollars saved in implementation costs; can run network operating system and database on same server.

Microsoft Technologies/Products

Microsoft® Windows® 2000 Server
Microsoft Small Business Server 2000

- Exchange Server 2000
- SQL Server™ 2000
- Internet Security and Acceleration (ISA) Server 2000

Microsoft Office Professional XP

- Outlook® 2000
- SharePoint™ Team Services

Situation

When Andrew Pietrzyk first began deploying Windows 2000 Server, he became highly impressed with the collaboration advantages it offered to the smaller businesses and agencies that form the bulk of his company's client base. This was especially true whenever Pietrzyk, a network sales representative at New Jersey-based Matthijssen Inc., was promoting his company's services to non-profit organizations. Such organizations depend keenly on maintaining a high degree of accountability, which in turn depends on their having an easily manageable and highly cost-effective system of collaboration—which itself depends on the implementation of an operating system with powerful and comprehensive networking capabilities built right into it.

For this reason, when Pietrzyk went to call on the Department of Persons with Disabilities (DPD), he figured Windows 2000 Server would be the perfect solution to the problems faced by that agency. Chief among them was DPD's reliance on a peer-to-peer network for its 50 PCs—20 centrally and 30 others running at 11 group homes—that depended on dial-up access into the central office for messages, documents, and other online material. "As a non-profit, charitable agency, DPD had a limited budget for outside consultants, so they had to deal with most network and messaging problems themselves," Pietrzyk says. "This meant their collaboration capabilities were always a step behind what they really needed. It also meant they had less time to focus on taking full advantage of key line-of-business applications such as a clinical package and an outcomes-measurement solution."

Solution

Through a series of demonstrations, Pietrzyk showed DPD the advantages of using Windows 2000 Server as the foundation of the agency's software environment. Tom Barrett, DPD executive director, says he liked what he saw—especially the product's built-in networking capabilities and its integration with other Microsoft server products as part of the Microsoft Small Business Server 2000 family.

"We figured that with the soft routing built into Windows 2000 Server, we could avoid having to buy and implement additional hardware, and with its extremely reliable Kerberos security, we could be confident of using the Internet for cost-effective remote access," Barrett points out. "We also knew its tight integration with Exchange Server 2000 and ISA Server 2000 could only be good news for collaboration and security purposes. And finally, we liked its integration with SQL Server™ 2000, since our primary line-of-business applications are based on that database."

Within a week of the initial demonstrations, Barrett gave the go-ahead to begin the Windows 2000 Server deployment. In three days, one individual from Pietrzyk's staff deployed a new hardware server and installed Windows 2000 Server on it. Then, with the product's soft-routing capabilities Pietrzyk configured 10 of the remote machines so they could connect to the central office through a Virtual Private Network (VPN), and with the help of ISA Server 2000, he also implemented a firewall.

Benefits

Dial-Up Problems Now a Thing of the Past

For Barrett, the most useful Windows 2000 Server feature at DPD is soft routing. "In the past we needed a dedicated router to implement an external network, which could easily cost us more than \$3,000 for purchase and implementation," he says. "But with Windows 2000 Server there's no need, so we come out way ahead." Administration costs are lower, too. "Thanks to the built-in Local Addressing Table (LAT), internal and external addressing routes were created in one step instead of two, saving us cost of that work as well."

Another advantage is that by enabling DPD to use the Internet to access centrally located public folders on a dedicated file server, Windows 2000 Server and its integration with Exchange Server 2000 have made DPD's dial-up access problems a thing of the past. "Wherever they are located, DPD employees simply connect to the Internet and access e-mail and documents residing on the central server," Barrett explains. "The time we save from employees no longer having to redial when a line is busy or reconnect to repeat a long download is easily dozens of hours per week."

Still another plus is the new firewall built with ISA Server 2000, thanks largely to its integration with Windows 2000 Server. "By having ISA Server to join the firewall hardware to the rest of the LAN, we can easily control access in and out," Barrett reports. Finally, there's the cost advantage provided by the integration of Windows 2000 Server with SQL Server 2000. "With our operating system so closely integrated with our database management system, we can avoid the expense of a second server just to run our clinical package," he adds.

File, Print, Administration a Lot More Efficient

According to Barrett, the fact that the Windows 2000 Server implementation enables DPD to keep documents and data on the central server makes file and print services considerably more

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efficient for the agency's 50-odd employees. Backups are also a lot easier than they used to be. "Before, I had to back up data to various hard drives and other media, but now, we just insert a single tape daily, and Windows 2000 Server backs up the whole server," Barrett reports. "I'm saving at least a couple of hours a week on this activity alone."

What's more, the VPN presents additional advantages for users of the remote PCs, enabling them to stay attached to the network as if they were part of a LAN. "It's still early, but we anticipate major administrative benefits," Barrett points out. "For example, collaborating on the outcomes-measurement solution by running it on the server instead of on individual client machines will consolidate administration at our central office, saving each of our remote locations about an hour of work per week."

Ease of Support a Big Win for Matthijssen

For Pietrzyk and his colleagues at Matthijssen, implementing an environment based on Windows 2000 Server at DPD or any other customer site benefits not only the customer but Matthijssen as well. Take the product's built-in Terminal Services, for example. "With this technology, any Matthijssen consultant can remotely configure tables, add or remove users, change permissions, and so forth, all as if he or she were sitting in front of the customer's server console," he says. "This is a huge benefit for us, because on any given day most of our sales and support people are on the road."

According to Pietrzyk, this capability also is part of what makes Windows 2000 Server easier than other operating systems to sell, set up, and support at smaller organizations. "For example, after our success at DPD we easily landed additional business with a similar non-profit organization," he reports. "The bottom line is that with Windows 2000 Server, we have more support and resources, and because of this we can offer solutions at a much better price point."

And that's a point that sits well with Pietrzyk. "We're very excited about this new DPD deployment, especially because we've been able to implement it so quickly and easily," he says. "This means the customer can use their resources wisely and push them far—which is a good thing for any small business, but an absolute necessity for a non-profit organization like DPD."

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Andrew Pietrzyk
Network Sales Representative
Matthijssen Inc.

Windows 2000 Server is the multipurpose network operating system for businesses of all sizes. The newest version of the best-selling server operating system, Windows 2000 Server enables you to:

- Share files and printers reliably and securely.
- Choose from thousands of business applications compatible to run today on Windows 2000 Server.
- Build Web applications and connect to the Internet.

With this combination of capabilities and its flexibility, Windows 2000 Server delivers a strong business value proposition for today's IT customer.

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