



JBN & Associates : Success Story



Infrastructure Upgrade

Client Profile

JBN & Associates is a company located in Scottsdale, Arizona. Primarily specializing as an Executive search firm, permanent placement firm, and temporary placement firm, they provide employment services for job seekers and employers throughout the valley. While a significant part of the company's operations involve job searches and applicant placement, a key component to their success lies in the ability of their knowledge workers to leverage significant information technology resources to benefit their clients. In addition to an Active Directory network with Exchange, JBN & Associates consistently employs several other business critical applications to perform their daily operations and meet client requirements, making information technology a primary concern.

Key Business Challenge

Like many other businesses throughout the valley, reliable computing is extremely important at JBN & Associates. When taking on a major migration project, there are numerous things to consider to ensure the project is completed in a timely manner with minimal impact to the end-user and their day-to-day business operations. JBN & Associates relies heavily on its ability to communicate with job seekers and employers. This communication is primarily done through correspondence via email, which makes remote access and availability of email a key consideration during every phase of a project. In addition to this, remote access has become a much greater need than in the past. It then became important to upgrade their computer systems to take advantage of the latest technologies by making their systems securely available outside the office.

Key Technical Challenge

One of the biggest technical challenges was migrating critical data from the existing Windows 2000 Small Business Server running Exchange Server 2000 and introducing a new Terminal Server into the environment. Microsoft Small Business Server inherently contains a number of restrictions, making it difficult to add multiple Small Business Servers to the same network simultaneously. If done improperly, important Windows services can potentially shutdown unexpectedly causing work stoppages and other undesirable affects on the business. Additionally, a new Cisco firewall was to be introduced in the environment to increase security, reliability, and handle the newly increased workload across the Internet.

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Solution

By integrating the new Windows 2003 Small Business Server into the existing Windows 2000 domain, user accounts, mailboxes, and workstation information were preserved. Any unexpected service failures were avoided by following Microsoft and industry standard best practice techniques. Thus, the process of moving data was much more simple and efficient. Files were migrated and maintained in their original state and Exchange mailboxes were moved in a matter of minutes. The new Terminal Server was brought online and configured with the common applications, email, and files from any remote connection without the need to use a VPN.

Conclusion

JBN & Associates now operates with the latest Microsoft operating systems. They are able to access their information from virtually anywhere, which, in turn, increases productivity. By integrating the new Server 2003 Small Business Server into their existing environment, the transition time was greatly decreased and all previous network settings were preserved. Users were simply able to log off of the old network and onto the new network in a matter of minutes after the final configurations were made. They are now running on equipment with valid warranties and daily backups. Overall, the infrastructure upgrade was a great success and now allows JBN & Associates to continue to provide excellent services for their clients with the peace of mind that their network was setup properly and securely by BVA.

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