



Windows Essential Business Server

Partner Solution Case Study



Partner: InfinIT Consulting

Web Site: www.infinitconsulting.com

Partner Size: 15

Country or Region: United States

Industry: Professional services—IT services

Company Profile

InfinIT Consulting provides managed IT services to organizations of all sizes. Based in Silicon Valley, California, the firm provides customized technology solutions to help customers address business challenges.

Software and Services

- Microsoft Server Product Portfolio
 - Windows Essential Business Server 2008 Premium

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www.microsoft.com/casestudies

IT Services Provider to Increase Account Sizes by 75 Percent with Server Software

“With Windows Essential Business Server 2008, we can increase the size of a customer account by 75 percent.”

Jerod Powell, Principal and Chief Executive Officer, InfinIT Consulting

InfinIT Consulting wanted to help its customers upgrade their network infrastructure to address their performance and security concerns. The firm chose Windows Essential Business Server 2008 as a perfect option for midsize businesses needing an advanced, yet affordable infrastructure solution. The server software helps InfinIT streamline administration, enhance security, reduce help-desk call volume, and increase account sizes by 75 percent.

Business Needs

Silicon Valley-based InfinIT Consulting is a Microsoft Gold Certified Partner that provides managed IT services for small, midsize, and enterprise businesses across a range of industries. The firm’s goal is to “empower businesses to embrace the potential of IT.” To this end, InfinIT implements and manages technology solutions that support its customers’ business needs and ongoing growth.

Many of the firm’s small business customers relied on the Windows Small Business Server suite of server products as

the foundation for their network infrastructure. But as a consequence of rapid growth, many customers outgrew the licensing requirements and capabilities of the product. Jerod Powell, Principal and Chief Executive Officer of InfinIT Consulting, explains, “When a company approaches 75 users, we need to help them progress to the next level. They need to implement a more formalized, policy-driven infrastructure.”

Compass Components, an engineering, manufacturing, and component distribution company based in Fremont,

COMPASS

MANUFACTURING ... ENGINEERING ... DISTRIBUTION

California, is an InfinIT customer that exactly fit this bill. Compass was approaching the 75-user limit on Windows Small Business Server 2003. "Compass needed an infrastructure that could support its planned growth to 250 users with sophisticated security and desktop deployment tools, and a platform that could support our administrators' advanced skills and our ability to deliver sophisticated infrastructure capabilities," says Powell.

Solution

In 2008, InfinIT began to implement Windows Essential Business Server 2008 for its midsize customers. Windows Essential Business Server 2008 is an enterprise-class server solution that packages management, messaging, and security software in one product, priced for midsize businesses.

Compass Components was one of the first InfinIT customers to transition from Windows Small Business Server to Windows Essential Business Server 2008 Premium. InfinIT implemented the software on four Dell PowerEdge server computers in less than three business days. "Our customer's accolade was, 'I can't believe there was so little downtime,'" says Powell. InfinIT used the Preparation and Planning Wizards in Windows Essential Business Server 2008 to ensure that the Compass network environment was properly configured before installing the software. "The wizards helped us deal with potential issues ahead of time," says Powell.

While the solution is hosted in a Compass Components data center, InfinIT can use the Windows Essential Business Server 2008 Administration Console to monitor and administer Compass servers and workstations. In a single view, staff can view system health, monitor security, and manage settings in real time. "We could just as easily host the solution for a customer in

our own data center," explains Kirsten Barrera, Director of eMarketing at InfinIT Consulting. "We have tremendous flexibility with the product, and therefore, so do our customers."

Windows Essential Business Server 2008, because it includes Microsoft Exchange Server 2007 Standard e-mail messaging and collaboration software, Microsoft Forefront Security for Exchange Server, and Forefront Threat Management Gateway technologies, allows InfinIT to provide Compass with powerful, flexible messaging options while also delivering higher security. "We can be much more granular in our management now. We are working with multiple layers of security, and services running on isolated machines," explains Powell. "Windows Essential Business Server 2008 also allows people with advanced skills to manage a customer's environment through scripts and automation. It's very flexible, and allows us to do integration work with other systems in our customer's environments."

Benefits

With Windows Essential Business Server 2008, InfinIT helps businesses implement advanced IT infrastructure solutions, plays a key role in supporting the network, builds trust with its customers, and increases its own revenues.

Sophisticated, Streamlined IT Management

Customers rely on InfinIT to ensure that their IT infrastructure is stable and reliable and that it provides the tools they need to work productively. "Windows Essential Business Server 2008 helps us deliver a security system that customers can count on, and there is very little administration involved," says Powell. "And the integrated management tools help us deploy a standardized desktop configuration. This is

essential to our ability to proactively manage a customer's environment." Finally, the remote access capabilities available in Windows Essential Business Server help enhance people's work experience and reduce help-desk call volumes. "Remote messaging with Exchange Server 2007 is easier to manage, and more robust. We haven't received a single performance-related complaint and help desk call volume decreased by 20 percent after the upgrade."

Increased Revenue

InfinIT can increase the size of an account from 75 to 300 users for a customer that used Windows Small Business Server. "With Windows Essential Business Server 2008, we can increase the size of a customer account by 75 percent, yielding a potential revenue gain upwards of \$22,500 per month with our CompleteCare+ managed services offering," explains Powell.

Barrera adds, "Because Windows Essential Business Server 2008 is delivered as part of our suite of managed IT services, our customers pay one price, per user, per month for end-to-end network support. The customer can control their IT budget, and we in turn gain an ongoing revenue stream and the ability to support the customer to our fullest capabilities."

Strong Microsoft Support

InfinIT enjoyed strong support from Microsoft as it began to implement this new solution. "We were deploying Windows Essential Business Server 2008 as soon as it was available," explains Powell. "People can tell whether or not you really know a product. The support we received from the Microsoft product team gave us confidence and helped drive down the cost of implementation, which helped us build trust with our customers."