Client: Girl Scouts – Prairie Winds, Inc. *(formerly Girl Scouts of DuPage County Council)*

Background

The Girl Scouts of DuPage County Council had just gone through a terrible experience with their previous IT company. They had lost all of their General Ledger data and were unable to recover it. The current server (at the time) was running Windows NT 4.0 SP4 and had to be rebooted at least once a day, sometimes more. All of the workstations were running outdated Anti-Virus software in addition no longer supported Microsoft Operating Systems: Windows 95 and Windows 98. There was little to no security on the shared network files and the email was hosted by a relatively unheard of email server solution that was proving to be very unreliable. Their unreliable network spurned then CEO, Wende Wilson, to initiate a Request for Proposal for a new IT firm to assume Girl Scouts of DuPage County Council's IT support responsibilities.

Diagnoses

Net Works Consulting Resources, Inc. (NWCR) was contracted and retained to assume Girl Scouts of DuPage County Council's IT support responsibilities. The first task at hand was to collect data on the network, meet with the key decision makers, and come up with a GAP analysis detailing the current state of the network and the organizations future goals. From this analysis Net Works Consulting was able to propose and implement a phased approach which served to bring the council's IT systems to the point where they would facilitate the organizations growth needs rather than impeded upon them as they had been doing.

Treatment

NWCR went about this phased approach in the following way:
- Interviews and Data Gathering to figure out the needs of the organization
- Domain Migration from Windows NT 4.0 SP4 to two Windows 2003 Standard Edition servers.
- Installation and Conversion of Email system to Microsoft Exchange 2003 Server
- Gradual upgrade of workstations as needed to get everyone on the latest hardware and Windows edition.
- Migration from tape-based data backup to a continual data backup solutions utilizing NWCR's data vaulting technology.
- Migration away from troublesome data lines from their old provider towards a better solution, which saved them money and increased their data transmission speeds for Internet access and website/email hosting.