



CASE STUDY

Providing Peace-Of-Mind To A Non-Profit by Increasing Security and Improving Efficiencies



A major internet outage, prohibited use of core business applications, phones and email.

Background

The Women's Business and Development Center (WBDC) is the oldest, largest, most comprehensive, and successful women's business assistance center in the United States. They provide services and programs that support and accelerate women's business ownership and strengthen their impact on the economy. When the WBDC suffered from a major internet outage, preventing them from using critical core business applications, phones and e-mail they turned to MXOtech for help.

The Approach

When the WBDC contacted MXOtech to assist them during a critical outage, MXO responded with a solution to help immediately mitigate the internet outage caused by their Internet Service Provider (ISP). Their current ISP wasn't able to restore their e-mail or internet in a timely fashion. MXO quickly cut over the current e-mail from an in-house Exchange 2003 server to Microsoft's hosted Office 365 solution. They worked with Microsoft to provide the WBDC with a free non-profit version of Office 365 and migrate over to the cloud. This allowed users to send and receive e-mails on their phones and outside the office, so they could still run their business even while the internet was down. Once the Internet was restored, MXOtech completed the migration of the e-mail messages stored on the in-house Exchange 2003 server to Office 365.

After further investigation and a technology audit, MXOtech found holes in the existing technology that needed to be addressed to prevent future down time, security issues and productivity inefficiencies. MXOtech was able to put into effect various solutions to improve the overall technology environment at the WBDC as well increase company efficiency.

A company-wide implementation of SharePoint, part of the Office 365 suite, was completed by MXOtech for enhanced company collaboration, hosting several document libraries as well as shared calendars.

Installation of a centrally managed anti-virus and anti-malware solution on all computers and servers was completed and is currently being managed and monitored by MXOtech.

The WBDC's server was no longer under warranty from the manufacturer and could have failed at any moment, so it was critical that it be replaced to eliminate any future downtime. MXOtech installed a new physical server with virtualization software, as well as Microsoft's latest server offering and enhanced security,

MXOtech replaced the local file level backup system to an image based local and cloud backup solution. This allows WBDC to have hourly backups, and in the event of a disaster or emergency, WBDC will be able to utilize the Cloud and continue working during an extended outage.

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MXOtech installed an enterprise level hardware firewall. This protects WBDC from outside hacker attacks.

The wireless at WBDC was not providing enough coverage for the entire office, so MXOtech installed two wireless devices at different ends of the office and replaced their 100MB network switch with a 1GB network switch making it 10 times faster for local traffic.

MXOtech is also helping the WBDC build another server leveraging Microsoft Terminal Services for remote access. This will allow for users to securely access company information remotely providing more efficiency.

Results

All of the changes that MXOtech implemented have helped the WBDC work more efficiently and securely. They now can concentrate on growing their business and helping others instead of dealing with IT headaches.

- Upgrading the WBDC to Microsoft's Office 365 Cloud Suite, including SharePoint and e-mail, provides the WBDC with significant time and productivity advantages, including access to their email, shared document libraries, calendars during power or internet outages. End users are now synchronized and able to receive email on their smart phones and outside the office.
- Anti-virus and anti-malware are centrally managed and monitored by MXOtech
- Stable and secure file server with security policies and controls.
- Enterprise level firewall protecting the WBDC from outside hacker attacks.
- Image based backups locally and in the cloud providing disaster recovery.

Technology

- Microsoft Office 365 which includes SharePoint
- Anti-virus and Anti-Malware
- Windows Server 2012 R2 Standard
- Microsoft Terminal Services
- Local and Cloud Based Image Backups
- Enterprise Level Firewall
- Wireless Devices

Greater Efficiency.

Increased Security.

Faster Connectivity.

Improved Access Flexibility.