



Systems Consolidation and Standardization Case Study

ZAG Technical Services was called in to assist a regional Winery with their Information Technology needs. The infrastructure was made up of Novell NetWare and Macintosh servers with a variety of desktop operating systems deployed. Company employees had to go to multiple locations on the network to access the information required to do their jobs. Inter and intra-office messaging was being handled utilizing a POP3 mail service running on one of the Macintosh servers.

After assessing the environment, ZAG recommended standardizing on a single network operating system, adding collaboration capabilities to the email environment and deploying an internal customer portal to aggregate company information into a single interface. In order to support the mobile sales force, ZAG also designed a robust remote access strategy to enable users to have anywhere, anytime, access to corporate resources.

ZAG utilized Microsoft Windows Server 2003 systems as the standard server platform for the environment. MS Exchange 2003 was introduced into the environment to provide a robust, full featured messaging and collaboration platform. MS SQL server was also brought in to support a number of database applications for both present and future use.

In order to provide a portal type interface to data and applications as well as remote access and security management, ZAG deployed the Citrix MetaFrame Suite including Presentation Server, MetaFrame Secure Access Manager (MSAM), Password Manager and the CSG. The project literally transformed the way that the Winery manages information and has provided them with a technology infrastructure that can be relied upon to deliver information resources in a reliable and easy to use manor.

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Presentation Server allows both remote and local users easy access to their applications regardless of where they are, as long as they have an Internet connection. The Presentation Server also gives the added value of taking away the need to manage the desktops as stringently.

MSAM was also deployed in the environment to give the users a central place to access all of their data. MSAM provides a portal like solution that brings together local applications, local file shares, Internet based applications as well as publicly available web sites to one central location. The presentation of the data is dependant upon the user's role in the organization.



Finally, Conferencing Manager is used to facilitate training of users on the applications available through Presentation Server.

The solution has enabled the customer to have stable servers that is robust and meets the needs of the business. Users are also presented with the information they need to do their jobs in a single location. This has reduced greatly the effort required to find information and to do their jobs.

About ZAG Technical Services, Inc.

ZAG Technical Services, Inc. (ZAG) is a Microsoft Gold Certified Partner and a Gold Citrix Solution Advisor based in San Jose, California. Incorporated in 1998, ZAG services the Information Technology needs of customers across the Western United States. More information can be found at <http://www.zagtech.com>, or by contacting us at 408.436.2080.