



Desktop Support Case Study

One of the leading Accounting Agencies in the Greater Bay Area requested that ZAG Technical Services, Inc. (ZAG) take over the management of its desktops. Working in the Accounting Field, the customer experiences various times throughout the year where desktop failures are not an option. A good example of this is the time period around April 15th.

During the run up to April 15th, the requirement that all workstations operate at 100% becomes ever more important. The need to complete tax goals cannot be hindered by desktop problems. To provide for stability during times such as these, ZAG turns to its extensive experience in the Microsoft Suite of products.

the customer had 874,914 bad messages successfully blocked in one month.

In order to ensure consistent rollout of patches and hotfixes, ZAG relies on central management of the desktops. Key to these solutions are such strategies as Microsoft's Software Update Services (SUS) and Windows Server Update Services (WSUS). These free services from Microsoft ensure that all workstations are kept current and protected.

Before patches and hotfixes are applied, however, ZAG tests each of them to ensure compatibility and to work to limit the negative impact a hotfix could potentially have.

ZAG also protects the desktops centrally from virus threats. Relying on Norton Corporate Edition, ZAG ensures that all desktops are protected from whatever virus may be present.

Inbound email is also scanned for viruses and SPAM content. Relying on a solution based on eDoxs, all email is reviewed to determine whether it is valid email or not. Using patented Brightmail solutions, the service boasts the lowest false positive rate around. In other words, almost no mail is ever errantly blocked as SPAM.

During the month of May, 2005, the customer had 874,914 bad messages blocked by the eDoxs servers before they ever hit the customer's network. This of course led to bandwidth savings, as well as protecting the user's desktops from dangerous materials and greatly reduced the amount of junk email received.



All of these tactics, plus some others not described, led to a network that is stable enough to meet the most demanding requirements. As this customer stated, “ZAG has brought about a network that is there for us when we need it.”

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.