

Company profile

Company: Brylaw Accounting Firm

Website:

www.brylawaccountingfirm.com

Country or Region:

Corona, Ca, USA

Industry: Certified Public
Accountant

Software and Services:

- DataGuard
Advanced
- Dual Core Server
- XenApp and
XenServer
- ProActive IT
Services

Brylaw Accounting Firm Solves Service and Server Problems with Forum Info Tech's ProActive IT Service

"In case of a complete disaster like earthquake or fire in our building, we have the peace of mind knowing that our client data can be restored and recovered in 48 hours or less from a secure offsite location. A disaster or downtime can cost us a lot of money in lost productivity, employee wages and lots of angry customers who would not have access to their data.

Implementation was a breeze and the detailed reports give us the peace of mind that we are in good hands."

-Larry Stephens, Owner of Brylaw Accounting Firm, Chino Hills, Ca



Brylaw provides accounting services to individuals and businesses, priding themselves on their professionalism, responsiveness, and efficiency.

Business situation

Brylaw was experiencing a number of pains with their former service provider and network:

Printer Issues: Users from associated company A could print from a printer found at Company B; any company could see any printers and it became very confusing which is intolerable for an accounting business.

Reboot Issues: They had to reboot several times. This was happening perhaps due to misconfiguration on the server and multiple driver/application issues. When the server had to be rebooted to fix a problem, all customers had to be contacted and asked to log off.

Office Applications: Currently they were unable to publish Word, Excel applications for multiple customers using Terminal Services.

Application Hosting: The different versions of Quick Books were having difficulty in coexisting. 6 versions of QuickBooks and 1 version of Quicken. Remote Clients connect over the WAN and are routed to the Terminal Server with port mapping on the firewall. Customer currently has DSL speed in the office. Backup takes place between 1AM and 5AM.



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Technical situation

They need to build a Network/Solution that is Scalable, Redundant and solves the problems that they have been having with their existing Terminal Server Solution

Solution

Forum Info Tech decided to help Brylaw with their needs. We assessed their situation and found certain solutions that were necessary to receive the type of network they desire:

- A highly redundant solution so that there is minimal loss of data and minimal downtime
- A redundant ISP
- A Backup and Disaster Recovery Solution
- A business class firewall that will do load balancing between ISP
- The Solution has to scale at least 100 users

So, we devised a simple plan to help them with their very complex situation:

1. Configure and Install Operating System on two servers.
2. Install QB Versions, Office, Quicken, etc.
3. Configure Domain Roles, etc.
4. Setup Users
5. Use Old server as Internal File Server

Products and Services Used

Hardware:

Two Dual Quad Core Servers with Windows 2003 Standard or Enterprise Edition. Software Assurance for future upgrades at no cost.

Hardware Specs:

Each server can have Dual Core Zeon's with redundant power supply and NIC's. Maximum RAM and Raid 5 configuration.



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Software:

- Terminal Server Licensing for 50+ users
- XenApp for that many concurrent users.
- Window Server 2003 Enterprise or Standard Edition with SA

Firewall:

SonicWall with Load Balancing and all Intrusion Prevention Features

Backup and Disaster Recovery Solution:

DataGuard – Advanced Model

Off-Site Hosting: Hosted application servers at a data center for full ISP redundancy. Leave internal file server in house.

Switch: Gigabit switch from 3COM

Benefits

All printing issues were solved.

Applications were Virtualized so multiple versions can coexist and be assigned to different users.

Their Reboot problem was solved because of the brand new configuration. Maintenance will be done at a scheduled time for which customers will be notified in advance.

New Feature:

With the Xen App, the major improvement is the ability to publish the application in a virtual environment. The application will be downloaded from anywhere (email or web link) and loaded in the memory of the computer as application cache, which means that if there is an internet outage on either side the client will still be able to work. Another benefit is that they will be able to assign applications to different users, allowing access to certain applications for only certain select people.