

CHALLENGE	SOLUTION	BENEFIT
Standardize and strengthen an IT architecture to handle increasing software requirements and regulations, third-party software upgrades, and the need for greater security and faster performance; upgrade servers to complement the high performance levels of the Microsoft® Windows® Server 2003 operating system	Deploy Intel® Pentium® III processor-based Dell™ PowerEdge™ 1500 and 2400 servers, Intel Xeon™ processor-based Dell PowerEdge 2600 servers running Microsoft Windows Server 2003, and Dell Dimension™ and Optiplex™ desktop computers	Significantly increased file access and print speeds; improved flexibility and simplified administration of security; reduced administrative and support time; projected annual savings of thousands of dollars in system administration costs and remote administration costs

# The verdict is in: Dell and Microsoft Windows Server 2003 save money for Boone Smith

**A team of Dell PowerEdge servers running Microsoft Windows Server 2003 helps an established law firm leverage the high-performance features of new applications, strengthen security, and simplify network management**

Many businesses are familiar with the warning signs of an overburdened infrastructure: weak performance of applications across the board, slow Internet access despite a high-speed connection, and overwhelming administrative efforts and management costs. In many cases, the network has reached the end of its life cycle and no longer can handle the growing needs of the business. When this situation occurs, organizations can improve the overall performance, reliability, and management of an IT infrastructure by upgrading the network software, but the hardware on which the systems run also is an important consideration.

At the law firm of Boone, Smith, Davis, Hurst & Dickman (Boone Smith), the evidence was clear: Slow file and print speeds hindered access to crucial documents; third-party software upgrades caused the network to lag considerably; and the organization racked up a mountain of technical support costs. Boone Smith had been relying on Microsoft Windows NT® 4.0 for years, but the operating system no longer could handle the firm's increasing IT demands.

After examining several options, Boone Smith chose to upgrade to Windows Server 2003 for its performance and security features.

Before upgrading, Boone Smith reevaluated its hardware options. Realizing the exceptional price/performance of its existing Dell servers and workstations, Boone Smith enlisted the help of Computer Technology Solutions (CTS)—a leading computer support and integration firm and a reseller of Dell hardware—to help it standardize on Dell servers.



### Boone Smith and CTS spot a window of opportunity

In addition to suffering from sluggish file and print speeds and an overall slow network, the firm knew that it required more robust equipment to manage new users, a SQL database, and future implementations of Microsoft Windows XP deployed on workstations. Moreover, Boone Smith needed to tackle the escalating administration costs that resulted from an underperforming network.

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—Lynn Swimmer  
IT Manager  
Boone Smith

The decision to upgrade to Windows Server 2003 gave Boone Smith the ideal opportunity to increase the strength of its hardware. According to Kevin Fream, president of CTS, the firm recognized that its previous Dell servers and workstations had provided consistently high levels of performance and reliability, and a firm-wide standardization on Dell would complement such a significant network upgrade. “The timing was perfect,” Fream says. “If Boone Smith was going to reap the benefits of Windows Server 2003, we wanted them to have the same high-performance advantages on a hardware level. Examining Boone Smith’s past success with Dell, we decided that the best move for the firm infrastructure was to standardize completely on Dell.”

### The firm witnesses improved performance and reliability

Over an extended weekend, CTS deployed the new Dell PowerEdge servers running Windows Server 2003, and Boone Smith experienced a smooth implementation. For Lynn Swimmer, IT manager at Boone Smith, minimal downtime is essential for maintaining the firm’s high-quality work. “As a leading corporate law litigation

firm, we cannot afford to lose time during implementation,” Swimmer says. “Thanks to Dell and CTS, we experienced near-zero downtime, and were able to start benefiting from the new software and hardware immediately.”

Since installing the new Dell servers running Windows Server 2003, Boone Smith has noticed remarkable performance improvements in its IT infrastructure. An overall increase in network performance has dramatically increased file and print speeds and Internet speed. As predicted, the new servers continue the strong performance and reliability that the firm has always experienced with Dell. “Over the years, we have grown accustomed to the reliability of Dell equipment,” Swimmer says. “As with our previous Dell servers, these new machines are up and running constantly, which means our business can continue to rely on the high-performance capabilities of Dell.”

### CTS gains remote control over server administration

The remote administration features of Dell servers enable CTS to effectively manage the Boone Smith servers off-site, which translates into a projected annual savings of thousands of dollars in remote management costs. Dell utilities notify CTS of new updates and the team can even run diagnostics without physically entering the Boone Smith server room—saving the firm tremendous amounts on technical support visits. “Not only do we receive notifications for various updates remotely, but we can also perform any necessary maintenance and diagnostic processes from our location,” Fream says. Moreover, the services that used to be performed during a one-hour, on-site service call can now be achieved in a much shorter timeframe and are now billed in 15-minute increments.

Thanks to the Windows Server 2003 upgrade on cost-effective Dell servers, Boone Smith has increased the performance of its IT infrastructure and expects to reduce its overall administrative costs. Furthermore, Boone Smith plans to leverage the tight integration between Dell and Microsoft products to benefit its entire architecture, now and in the future. “Dell equipment provides the Microsoft drivers we need, right out of the box,” Fream says. “This feature helps us get our systems up and running quickly, and is only one of the ways we benefit from the Dell and Microsoft relationship. When leading vendors can collaborate so that hardware and software integrates powerfully, such a relationship inevitably leads to a win-win situation for businesses everywhere.”

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