



IT MANAGED SERVICES CASE STUDIES



TABLE OF CONTENTS

Terry Fox Foundation: Thin Client Terminal Services

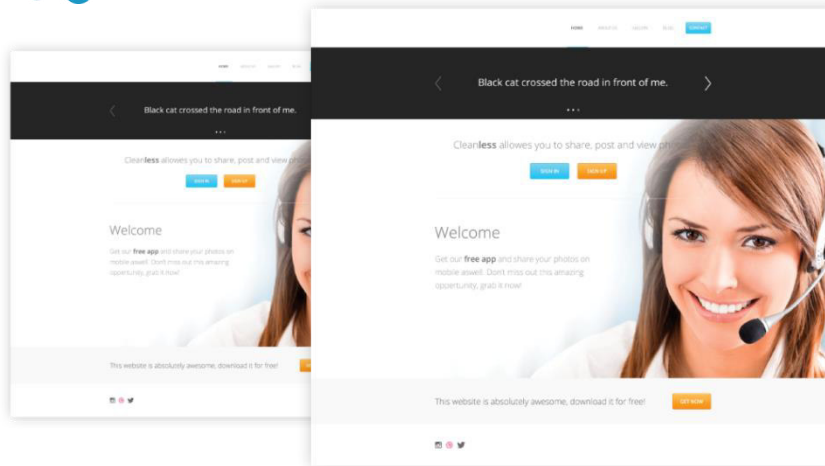
03

Jig Research & Development - Traveling Staff

05



CASE STUDY: Terry Fox Foundation: Thin Client Terminal Services



CLIENT OBJECTIVE

JIG Technologies aims to simplify technology for clients with innovative, cost-effective and user-friendly solutions. Terry Fox Foundation's (TFF) Ontario office has 25 staff. Like most Non-Profit Organizations, they operate on a very limited budget. Technology is critical to meeting their objectives and growing donations. They need all the benefits of the Office 365 suite and SalesForce without the overhead of maintaining equipment and security.

CHALLENGE

How to stretch TFF's IT support budget in order to:

- Perform regular hardware and software upgrades and replace old PCs and Servers
- Have ongoing support for daily business needs.
- Find ways to improve their productivity

SOLUTION

Thin Client / Terminal Services

Simplicity is the key to success. Minimum hardware is required for the workstations and terminals because the real power for users comes from the server. Older PCs become good candidates as terminals, eliminating waste and further spending.

- No need to update patches and security on individual PCs
- Standard support and interface for all users
- Fast and Reliable because of the load balancing features between multiple servers
- Uses only 1/3 the power of a PC, generating much less heat and noise
- Fast and Reliable because of the load balancing features between multiple servers



CASE STUDY:

Terry Fox Foundation: Thin Client Terminal Services

SOLUTION

- Uses only 1/3 the power of a PC, generating much less heat and noise
- Takes less space: Thin Client devices are small, like external modems, and can be mounted under desktops
- Increased reliability: Thin client devices don't have moving parts or fans, and therefore have a MTBF (mean time before failure) which is far longer than a normal PC. Gartner, Inc., reports the average thin client MTBF is about 175,000 hours, compared to 25,000 hours for PCs
- Increased security and less risk of viruses because this is running on a server, not multiple desktops. Restriction of USB sticks and CD ROMS further reduces the risk of virus transfer from home PCs.

OUTCOME

TFF can now enjoy greater productivity, reliability and security with less cost and effort. Our solutions reduce administration and end user support because Thin Clients are far simpler to manage, with only a single point of administration. That ensures consistent and successful upgrades to systems, applications and security patches. Adding new users is easy. Setup can be done in minutes, as can replacement of any failed units. And because the cost is low, replacement units can be kept on hand for convenience.

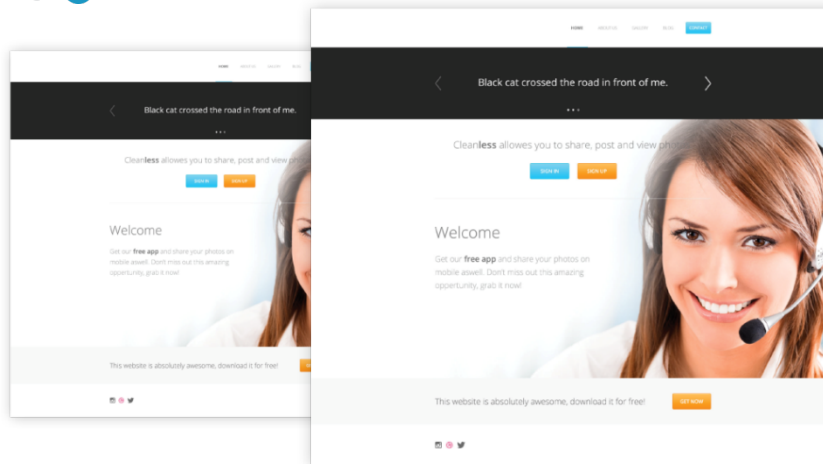
Disaster Recovery has been addressed. The centralized storage system allows for faster, easier backups. If a terminal fails, important data isn't lost because it is stored on the server.

With Thin Client in place, JIG was also able to:

- help TFF to obtain a no-cost donation from Microsoft for all MSServer and MSOffice applications.
- obtain a substantially-reduced rate for charities on a new server.
- implement Windows Terminal Service with High Availability load balancing service to allow TFF to use off-lease PC as a terminal.



CASE STUDY: JIG Research and Development – Traveling Staff



CLIENT OBJECTIVE

JIG Technologies Research and Development committee aims to simplify technology for clients by investigating innovative solutions and new technology.

Many companies have employees who work remotely. The goals for these employees are generally:

- 1) Email Connectivity remotely
- 2) Remote Phone usage
- 3) Remote File Sharing

With Cell phones and cloud exchange, 1 and 2 are largely not an issue. File Sharing is usually done with VPN. We would like to improve the consistency of this.

CHALLENGE

VPN connections are not a simple or easy concept for users to grasp. When they are disconnected shared drives don't work and documents can be left open and changes lost. Using domain computers while remote can also be an issue as passwords do not sync and the computer loses contact with domain controllers.

SOLUTION

With the introduction of Windows 8 and Server 2012 new features were introduced, and one such feature is Direct File Access. Direct File Access requires Windows 8 enterprise and a 2012 member server. We set up a test environment using the JIG 151 Front Data centre to use this technology. We are able to use the windows 8 machine to access corporate resources over the internet and intranet seamlessly with no user intervention. This technology creates a direct tunnel to the domain environment whenever an internet connection exists, allowing any domain to span the world, and not just a client's own office.



Jig Technologies provides Managed IT solutions for our clients. We focus on understanding what makes your business succeed first, then provide solutions to meet those business goals. Avoid the latest IT fad that you need to change your business for. Just IT solutions that do what you need them to right away so you can focus on growing your business.



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