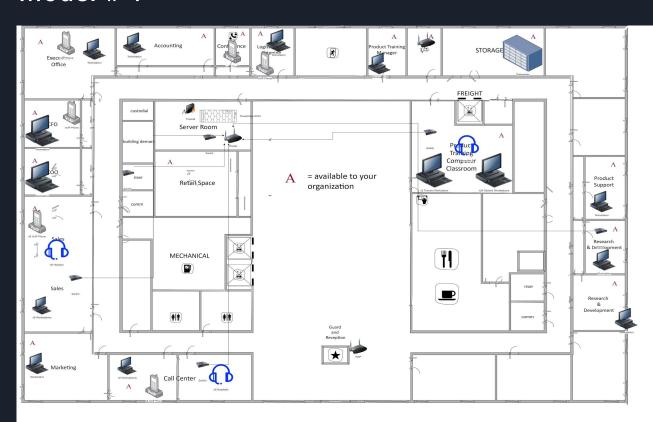# Design Project Group 12

Alexander Blanchette, Maurice Channelle, Michael Thomson, Christian Galarza, Andrew Vargas
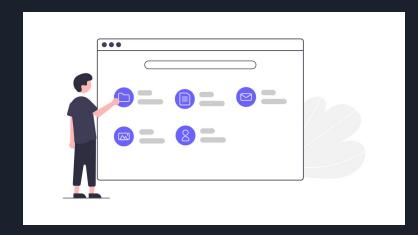
About ACME's Needs

- Business Data Capabilities
- Robust call center
- Robust customer service center and online help portal
  - Includes mild automation such as phone trees and help wiki's to help cut down on call center stress
  - Support for employees writing up comprehensive guides

Model # 1

Required Network Services

- Windows Server 2019
  - Active Directory (role)
  - DNS Server (role)
  - DHCP Server (role)
  - Print Server (role)
  - Web Server (role)
- Email
  - Cloud hosted by Microsoft (Office365)
- Database
  - Data Store. (Customer Info, Transaction Data)
- PBX Server
  - VOIP Phone System
- Ticketing System
  - Issue Tracking System
- Windows Subsystem for Linux
  - Used to run any services that don't run natively in Windows

Required hardware

Firewall and Router-Cisco Firewall Cisco Firepower 2100 Series
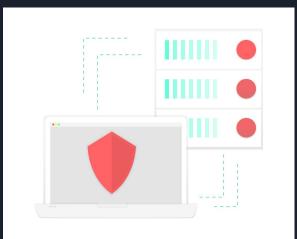
Switches- Cisco Catalyst series 9200

WAP- Cisco Catalyst 9105 AX series access points controlled using the Cisco Catalyst 9800-L controller

Workstation- Dell Inspiron Desktop

VoIP Phones- Cisco IP Phone 7861 Series

Headsets- Cisco Headset Wireless 500 Series

Windows Server Hardware- PowerEdge R540 Rack Server

Required Software

- Virus protection
  - Norton
- Microsoft Enterprise Package
  - Office 365
  - Windows Server 2019
  - MS SQL Server 2019
- Pbx(phone) software
  - Fusion PBX
- Ticketing System
  - Zendesk
- Data protection
  - BitLocker
- Brain Tree & Paypal for payment processing

To-Buy List

Hardware:

Cisco Router- $1,105

Switches - Cisco Catalyst 9200 Series- $4,235

WAP wireless access point - Cisco Catalyst 9105AX series Access points controlled by the Cisco Catalyst 9800-L Wireless Controller- $1,364

Workstations- Dell Inspiron Desktops 1099.00

Software:

Norton - $99.99/year

Microsoft Enterprise package - $20.00/Month

Pbx software- $1000/per employee

Zendesk - 199/Year

Bitlocker Professional - $100

Model # 2