# Design Project Group 12

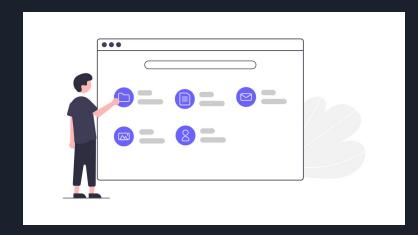
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#### About ACME's Needs

- Business Data Capabilities
- Robust call center
- Robust customer service center and online help portal
  - o 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

#### 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
  - o 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

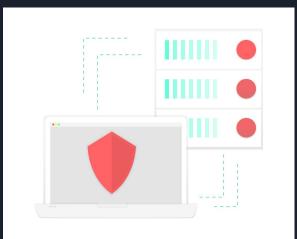
WAP- Cisco Catalyst 9105 AX series access points controlled using the Cisco Catalyst 9800-L controller

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
  - o Office 365
  - Windows Server 2019
  - o 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

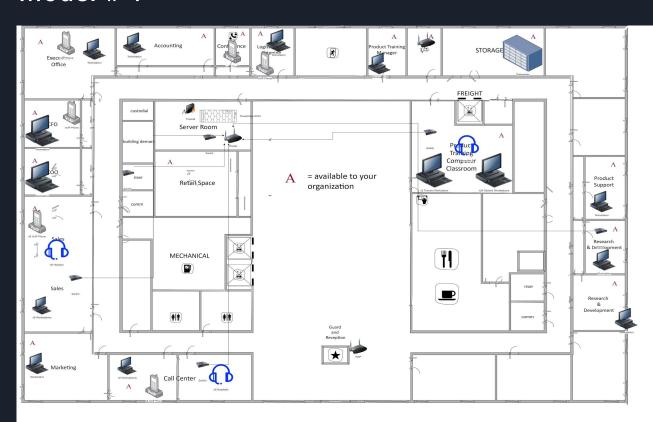
Pbx software- \$1000/per employee

Zendesk - \$199/Year

Bitlocker Professional - \$100



### Model # 1



## Model # 2

