

Overview of NARO, Inc.

NARO, Inc. (NARO) is a non-profit group that helps coordinate real estate, moving, and other logistic services to individuals or organizations looking to relocate to, or within, the greater San Antonio area.

Physical Office Spaces

NARO has an office space that they lease in a downtown San Antonio high rise.

Their facility is located on the 13th floor of one of the high rise buildings in downtown. They lease just a corner of the floor they are on. The other spaces on the floor are taken up by a large real estate development firm, which takes up over half the floor, an oil and gas services firm, and empty space which was formerly leased to an investment firm that had several of their executives charged with fraud.

This facility has 20 full-time staff, with the CEO and manager having offices, the accounting team (3 people) sharing an oversized office, and everyone else in cubicles. There is also a reception desk that has someone sitting in it from 9:00 – 5:00 Monday to Friday. There are also 2 small conference rooms, and a small “computer closet” that the company’s three servers are in.

The building is unlocked from 6:00am to 10:00pm, but access can also be gained by using a proximity card (proxy card) that all building tenants have. The actual NARO office space is also accessed by using the same proxy card that is used for building access – but is always required. If someone forgets their card, or if there is a visitor, the receptionist can hit an “unlock button” that releases the magnetic lock on the door. To exit, there is a motion sensor which will unlock the doors when someone is leaving.

The office doesn’t have its own kitchen, storage or restroom spaces – those are located in common areas of the floor.

Workstations

Each employee has their own Windows workstation, which is connected to the NARO Windows Domain. Each user is provided their own user account. Each system is also loaded with Microsoft Office 365 and has a network drive that is mapped to the NARO file server.

If an employee has a specific role, such as accounting, the additional software that they require is installed on their workstation.

Each workstation is connected to the NARO Wi-Fi to gain access to the corporate network.

Laptops

NARO also has 4 laptops that can be taken home if employees need to work from home on a temporary basis. Employees are required to install any required software onto the laptops prior to bringing them home. For example, Carol (who works in accounting) made sure she installed her QuickBooks application and copied over her information before she took the laptop home.

Remote Access

Employees are able to connect to the NARO network using a VPN if they are using one of the company laptops. The software is installed on the laptops, and users just log into it with their NARO username and password.

Employees are also able to access their email, calendar, and Office 365 documents through their own smart devices using the Office 365 application. This is done by using their NARO username and password.

Other than the CEO and manager, NARO does not supply employees with mobile devices.

Computer Closet

The computer closet has the three servers that NARO uses. It also contains the router provided to NARO by their ISP, and a Netgear 8-port switch that is used to connect the servers, and Ubiquiti UniFi U6LR wireless access points to the ISP router.

There is also a small table with a keyboard, monitor, and mouse – and a KVM – which is connected to the three servers.

Servers

Two of the three servers are running Windows Server 2019; but the file server is running Windows Server 2016 since the file server software wouldn't work under Server 2019.

One of the Server 2019 servers is the Windows Domain Controller and Database Server, and everything else necessary for the Windows network.

The other Server 2019 server is the server that runs all of the applications necessary for them to connect with their various partners. So, it has the software package that lets them book trucks directly from Acme Anvil Trucking; file leases with government organizations, etc.

The file server, which runs Server 2016, provides a location for everyone to store their documents – including those that have been archived. (Real estate records need to be retained for 7 years.)

Wireless

The wireless network is split into 2 parts – the NARO business network; and the guest network.

The business network is protected by the password: “N4RObus1ne\$\$N3t” and uses WPA2 for encryption.

The guest network does not require a password.

The two HP printers that are in the office are also connected to the wireless.

IT Support

NARO is not large enough to have their own IT person, so they contract with a local service provider for all of their IT needs.

A consultant will stop by every 2 months to update any systems and software that requires it; and they will also stop by if there is a specific failure for anything. For example, when Office 365 wouldn't open on David's computer, a technician came in the next day to get it working again. (David used one of the laptops for the rest of the day.)