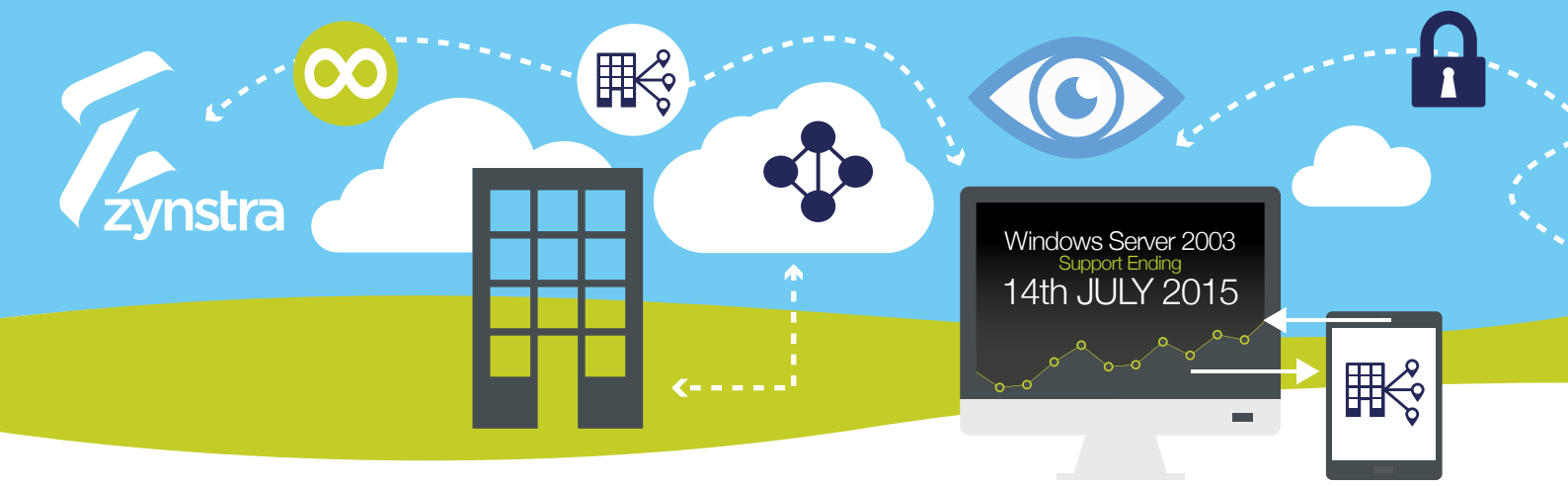
Windows Server 2003
Support Ending
14th JULY 2015

Guide to WS2003 End of Support

Your options explained.

Includes step by step migration guide.

zynstra



Contents

Introduction

Globally there are circa 9.1 million instances of Windows Server 2003 still in operation.
On 14 July 2015, support for Windows Server 2003 (WS2003) and Small Business Server 2003 (SBS) comes to an end.

Whilst refreshing infrastructure is often seen as a chore, on this occasion moving away from WS2003 could result in significant benefits for your organization – so don't put off the inevitable!

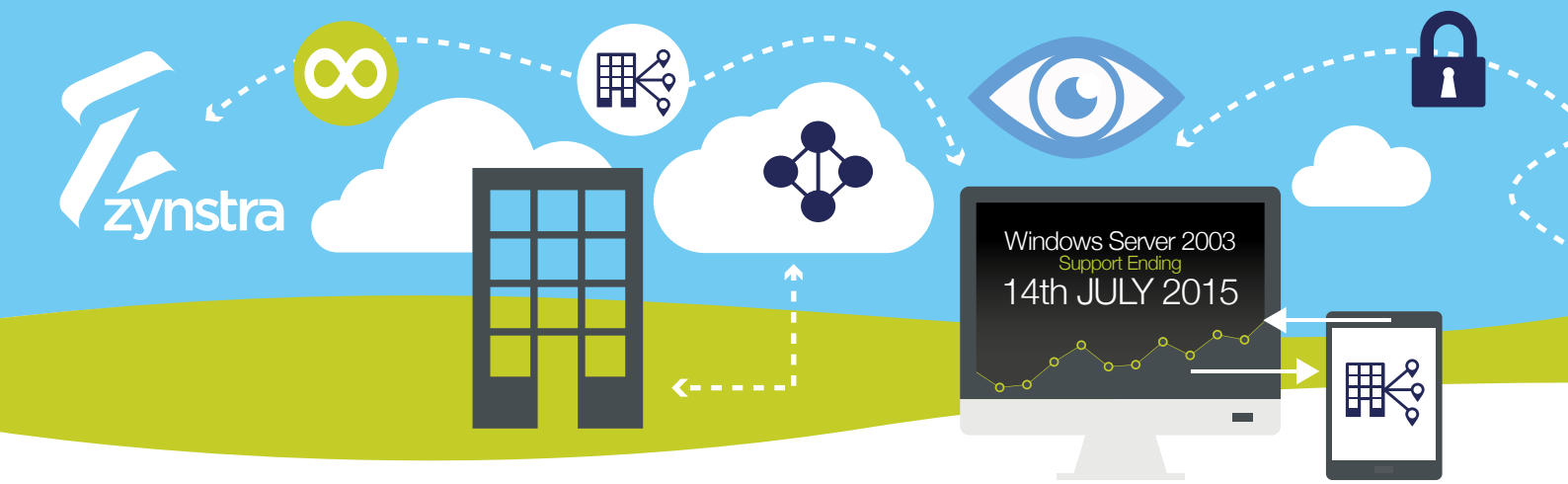
Removing your dependence on WS2003 ahead of the formal end of support will ultimately lead to a more cost efficient and operationally effective migration, and one which you're in complete control of. If you do decide to wait until the July 2015 deadline, the chances are you'll still have competing priorities and the avoidable urgency will end up costing you more.

The risks surrounding running WS2003 when support ends far outweigh the effort and costs associated with migration. To ensure your organization avoids these pitfalls, the time to act is now.

This guide sets out how getting ahead of the WS2003 deadline will result in greater benefits for your organisation, including:

- ✔ Less effort on the part of your IT resources
- ✔ Lower costs in migration and IT operation
- ✔ Lower business risk i.e. security, downtimes
- ✔ Earlier access to new IT capability for your organization

This guide has been created to help you identify your risks and provide advice on how to migrate. **And, remember it's not a question of if you need to do this. If you have WS2003 in your IT stack, it's a question of when.**



How will end of support impact me?

As of 14 July 2015 Microsoft will no longer develop or release any updates or patches to Windows Server 2003. This puts your organization and applications at risk if you continue to run this operating system. Any new security threats arising after this date will not be addressed, and if your organization operates under regulation concerning the security and privacy of data, you run a heightened risk of becoming non-compliant.

But what does end of support really mean for you and your business?

No more patch updates

Microsoft released 37 critical updates during 2013 for Windows Server 2003. These seemingly invisible updates will have protected your business and data.

As Nick East, CEO of Zynstra states: *"One thing is for certain, if you do nothing you may risk everything. Businesses that choose to continue running 2003 run the risk of major business trauma."*

East continues: *"Migration away from the decade-old operating system doesn't have to be as painful as you may think. It's important to understand that although organizations need to act now, you don't have to change everything all at once. This IT refresh can be an evolution rather than a revolution".*

July 14 2015 should not be seen as a date to fear. It should be seen as one of the greatest opportunities for organizations in the last decade.

Non compliance

Ensuring confidential data is secure is a must for any organization. Technical audits will typically include validating that systems are viable and supported by the relevant vendors. If your organization is bound by commitment / compliance to data security and/or service availability regulations, then why put yourself and your customer's data at risk?

For example, if your organization is required to be PCI compliant and continues to run the out-of-support platform, then Visa and MasterCard can withdraw their services until your systems are updated to meet their standards. This would result in lost business or dramatically increase the cost of doing business, in the form of high transaction fees and penalties. Most organizations also have obligations relating to data privacy and protection under at least one jurisdiction.

Increased costs

The cost of migrating away from WS2003 will need to be understood. Questions around a proactive or reactive move will likely be part of that discussion. CFO's may want to exhaust the usage from aging servers, but waiting until there is an outage or security breach will inevitably cost your organization more in cash, performance and reputation in the long run.
In addition, the costs of maintaining your legacy servers can quickly add up. Maintenance and power costs for aging hardware will be more expensive than a modern efficient and supported platform, and you will have to deal with the added cost of intrusion detection systems, more advanced firewalls, and network segmentation - all simply to isolate your outdated servers.

If you're running WS2003 (or other outdated technology), you need to start planning your migration now.

Security risks

It's rare to see a day, week or month go by without news of a security breach.

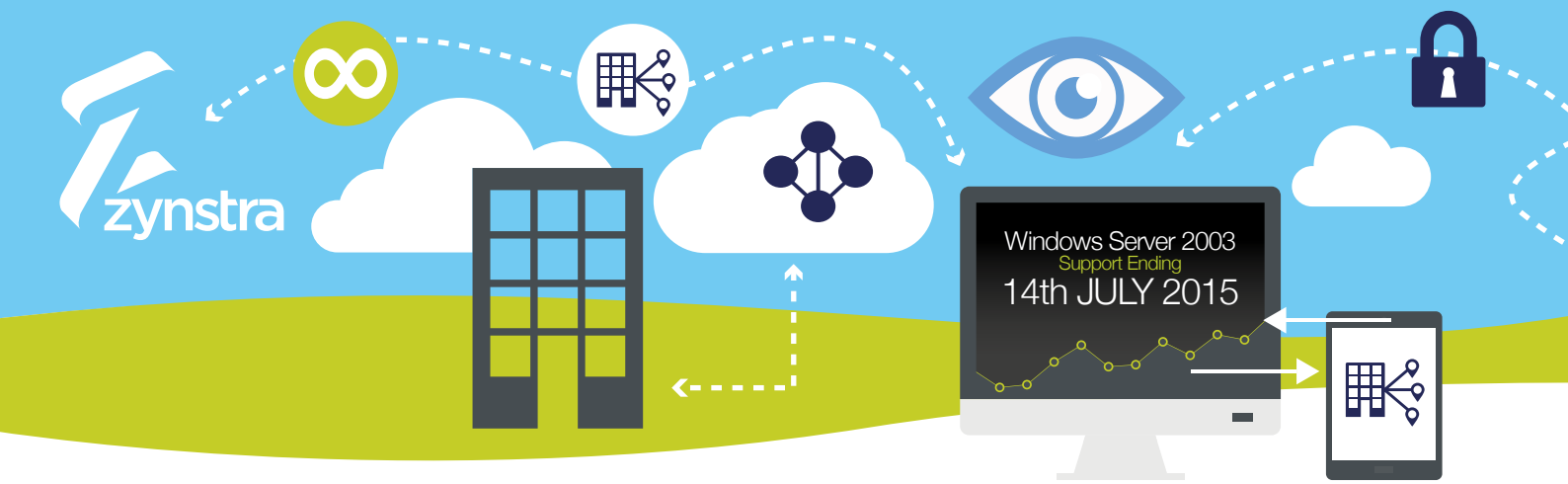
According to Symantec, in 2013 there was a 91% increase in targeted attack campaigns over the previous year and globally over 522M identities were exposed via breaches*. With stats like these, ensuring your systems are fully protected is becoming more important each day.

You shouldn't dwell on the above list of seemingly 'apocalyptic' issues. July 14 2015 should not be seen as a date to fear, it should be seen as one of the greatest opportunities for organizations to refresh and update their IT capability in the last decade.

Yes there is a project to complete, but there has never been a greater time to review, assess and make decisions that will deliver IT that can assist your organization to thrive.

This guide provides detail on how to turn the impending WS2003 end of support into a positive opportunity, highlighting sensible options for IT managers to consider and the required steps for migration that will lead to an improved, more efficient and easier way to maintain IT platform.

*Source: Internet Security Threat Report 2014, Symantec: http://www.symantec.com/security_response/publications/threatreport.jsp



The need to refresh servers

Research from Zynstra and The Cloud Industry Forum (CIF) shows that 72% of businesses use infrastructure refresh as an opportunity to refine their IT strategy. Over the past four years, cloud adoption rates have grown by 61.5%, such that now 78% of businesses have one or more cloud-based services in use, while 71% of companies expect to retain on-premise IT for the foreseeable future.

Typically as a minimum, organizations want to retain control and management of their user credentials, data intensive applications and print on site. So the future for most is a hybrid one. WS2003 end of support could signal the beginning of a new stage in your organizations IT evolution. By taking advantage of the many benefits cloud services deliver and with the continuous technological developments, the vision you have for your IT estate could soon become a reality.

Having worked with leading IT partners and through discussions with customers, Zynstra evaluates the three options for organizations when looking at Windows Server 2003:

- Do nothing and continue to run the out of support platform,
- Replace on-premise hardware with latest edition,
- Move to a Hybrid IT solution.

Option One: Do nothing

Doing nothing means maintaining your WS2003 servers without support. This really isn't a viable option for any organization. Even if your current WS2003 servers aren't connected to the internet and data is regularly backed up, there is a key material risk involved.

If you decide to do nothing, you simply risk everything.

At Zynstra, we don't believe this is a comfortable option for any organization. The question regarding moving away from WS2003 shouldn't be if but when.

Option Two: Upgrade your on-premise server and OS

On-premise IT has many benefits, many organizations are keen to keep control on-site, but do you really need, or even want everything physically on-premise?

However, opting to upgrade your on-premise IT using the traditional purpose built model is costly. With the CAPEX based investment, which requires costly setup and maintenance and with limited integration with cloud services, this leaves the organization with minimal room for flexibility and scalability.

There may be some elements of your IT that can be better served by using cloud services but you will want to retain some on-premise control of areas such as data and user privileges. This will require careful design, implementation and management if you are to build this capability yourself.

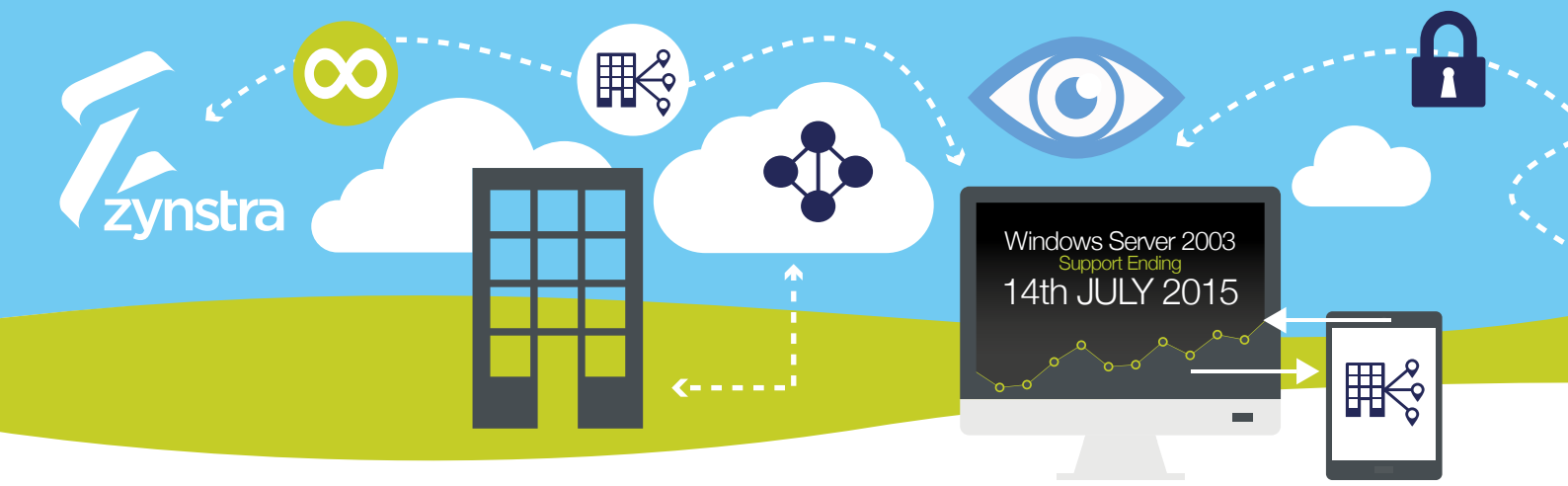
"Feedback from our customers is clear – it's easy to approve an IT refresh business case based on predictable OPEX rather than up front CAPEX", says Nick East, CEO of Zynstra.

Option Three: Hybrid IT

Hybrid IT provides organizations the greatest opportunity to increase flexibility and scalability, while ensuring a high-level of control is kept in the hands of the IT team. It also allows organizations to easily become more agile and respond to market and industry trends. For these reasons a greater number of organizations are embracing hybrid as an IT strategy in its own right.

Now is the perfect time to start your migration to a future-proof platform which enables your IT estate to work for the business as intended – a vehicle for business advancement and innovation.

With that in mind, there has never been a better time for you to make changes to your IT infrastructure. The reality is that making a number of changes over time will open up further opportunities to enhance productivity and efficiency, while also moving your organization to a more cost-effective model.



Hybrid IT – the sensible choice

Hybrid IT is nothing new, almost all organizations will be using multiple IT deployments. However, with the increase in demand for cloud based services over the past 4-5 years, along with the need to retain some sort of on-premise control hybrid is fast becoming the new norm.

80% of organizations will be using some form of hybrid cloud by 2015

Ovum's ICT Enterprise Insights survey indicates that more than 80% of organizations will be using some form of hybrid cloud by 2015. This is supported by The Cloud Industry Forum's research which predicts that by 2015, 9 out of 10 businesses will continue to invest in on-premise IT alongside and integrated with cloud services.

At Zynstra, the most commonly asked questions by organizations are:

1. What is Hybrid IT?
2. Why should I consider Hybrid IT

What is Hybrid IT?

Quite simply, Hybrid IT is a combination of on-premise private cloud with remote public or private cloud services.

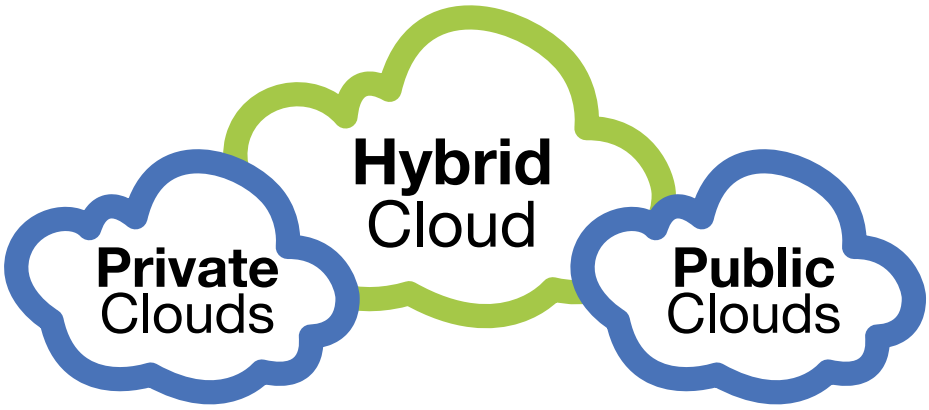


Fig 1.1 Hybrid IT diagram

It is a firmly held belief by industry analysts and media that a hybrid approach will be the popular state in the evolution of cloud technology, where businesses choose the best combination of IT services for their requirements and constraints.

Why should I consider Hybrid IT?

You have no doubt heard the message that cloud technologies will bring you huge benefits. It's true, the flexibility and subscription-based economic model aid organizational agility and competitive advantage. At Zynstra we see the great advantages of cloud services, but realised that many organizations were still concerned about moving 100% of services to the cloud, due to many reasons including cost, control and security.

> "Hybrid IT environments (combining on-premise and cloud) will remain the foreseeable norm."
>
> **Gartner, 2014 SMB Scenario**

Opting for a hybrid model ensures IT managers keep the control, local efficiency and functionality of on-premise infrastructure, while the entire organization can take advantage of the mainstream benefits achieved in accessing cloud services.

The key benefits Hybrid IT brings to an organization are:

- ✔ Greater agility, flexibility and scalability, and
- ✔ Increase in cost efficiencies with an OPEX model.

Enhancing your organizational efficiency and flexibility

As mentioned above, all organizations wish they were more agile, had the flexibility of a start-up (while keeping their experience) and the possibility to scale their services as and when they need them. Hybrid IT helps with all of these and provides companies with a central platform to manage their IT securely, efficiently and cost effectively.

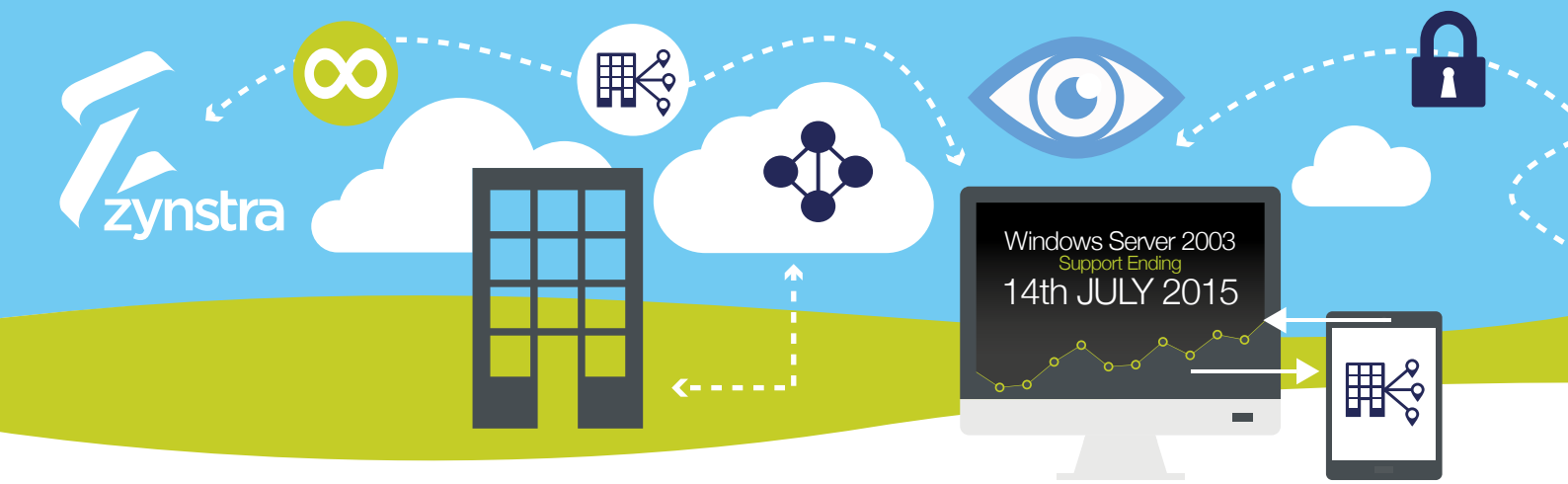
Switching to an OPEX model

This is the part your CFO will enjoy reading.

With subscription-based cost models you no longer have the large capital outlay of new hardware. Provided 'as-a-service' the hybrid model allows you to predict your monthly costs and quickly remove any services and users when no longer required.

In addition, if you decide to replace with an upgraded on-premise solution, you will more than likely have to go through this process and investment in another 5-8 years, requiring another heavy CAPEX investment. With an IT as a service OPEX model this is completely eradicated.

Set up costs are also contained and lifetime support effort and associated costs mitigated.



No more IT refreshes – exclusive to Zynstra

One of the biggest benefits of adopting a hybrid strategy with Zynstra is efficiency. Our patent pending 'Keep Current' technology automatically updates and patches the appliance (following robust laboratory testing) releasing your IT team from day to day maintenance to focus on strategic projects that support your organizations growth.

Linked with the subscription payment model, you will always have the latest edition, provided to you automatically, with no manual intervention from your IT team required. Security updates and patching happen automatically and seamlessly (having been pre-checked and tested in the Zynstra lab).

Zynstra's customers have improved productivity by 90% or more, releasing their IT team from daily tasks to focus on supporting their company's strategic goals.

This results in your organization always having the latest technology on offer, keeping your organization at the leading-edge, and releasing your IT team from day to day maintenance to focus on strategic projects.

With the migration away from WS2003, it's important to take the time to understand your current IT requirements, what you want to run and where you want to run it. If required a Zynstra accredited partner can support you in this process.

In choosing a Hybrid IT strategy based on Zynstra Cloud Managed Server Appliances, you could be completing the last ever IT refresh.

Migration planning

Ideally following a structured process to make the transition from WS2003 to a hybrid solution as smooth as possible, your migration process should include key stages: discovering, assessing, targeting workloads, before finally choosing which Zynstra solution is right for you.

Fig 1.2 Windows Server 2003 four-step migration process

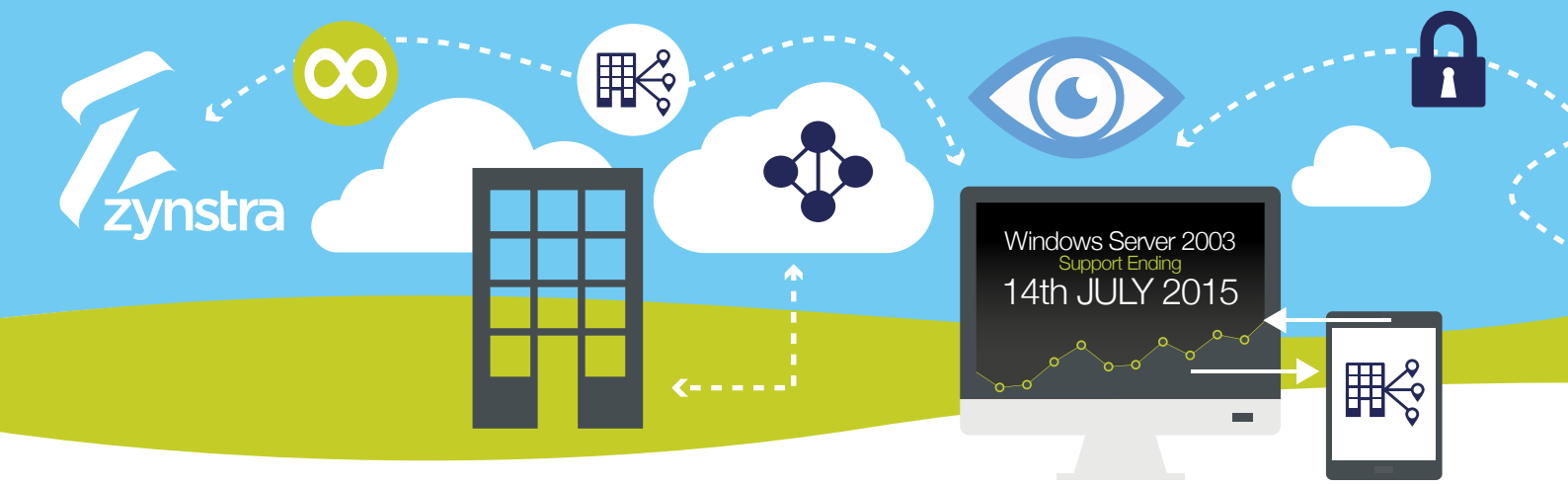
Step One: Discover

The first step is to discover and catalog all of the software and workloads running on WS2003. There are several self-service tools that can help with this process, such as the Microsoft Assessment and Planning (MAP) Toolkit, a free tool that helps you collect and organize system-wide information from a single, networked computer.

At this point, the process may look something like this for your migration:

			Discover			
ID	Application	Owner	Server role	Microsoft App	Third-Party App	Custom App
00001	Exchange	Denise Smith		X		
00002	Web Server	Naoki Sato	X			
00003	Shipping Services	Qiong Wu				X
00004	Quick Quarter Close	Daniel ruth				X
00005	Lucerne Publishing Document	Andrea Dunker			X	
00006	Trey Research Lookup Tool	Eric Gruber			X	
00007	A Datum Index	Oliver Kiel				X
00008	inventory Key	Robins Counts				X

Fig 1.3 Discover - Step one of the migration process



Step Two: Assess

Once you have a catalogue, you will need to assess what's in it. This means categorizing and analysing your applications. It's suggested you consider categorizing your applications and workloads in four ways: type, criticality, complexity and risk.

With this categorization complete, you can begin to understand the scope work required and prioritization can start. This stage will reveal potential opportunities and threats.

For example, the criticality category might raise concerns about what to migrate when and in what order. The complexity and cost categories will indicate which migrations might be the easiest and quickest to accomplish. A cross-category analysis provides even more insight. For example, an important application with low complexity and only medium risk might be a good candidate for early migration.

At this point, the process may look something like this for your migration:

			Discover				Assess					
ID	Application	Owner	Server role	Microsoft App	Third-Party App	Custom App	Retire	Marginal	Important	Crucial	Complexity (1-3)	Risk
00001	Exchange	Denise Smith		X						X	1	1
00002	Web Server	Naoki Sato	X						X		2	2
00003	Shipping Services	Qiong Wu				X				X	2	1
00004	Quick Quarter Close	Daniel ruth				X		X			2	2
00005	Lucerne Publishing Document	Andrea Dunker			X				X		3	2
00006	Trey Research Lookup Tool	Eric Gruber			X			X			2	3
00007	A Datum Index	Oliver Kiel				X	X				3	3
00008	inventory Key	Robins Counts				X			X		2	2

Fig 1.4 Assess - Step two of the migration process

Step Three: Target

You must choose a migration destination for each application and workload. Different workloads and applications will logically lead to certain targets. The choice will be driven by factors such as speed, ease of migration, cost, and desired functionality. To discover which Zynstra Cloud Managed Server Appliance best fits your organizations requirements, contact the Zynstra team.

Your plan may look something like this now. And, now it's time to make some decisions and get moving.

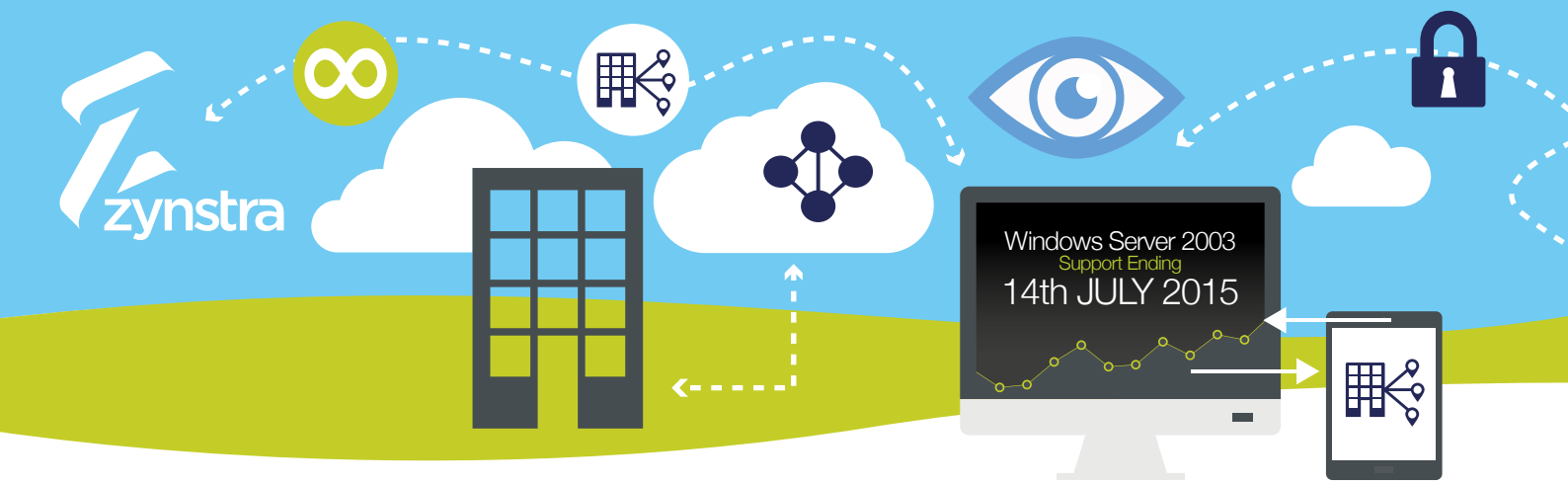
			Discover				Assess						Target (destination and journey)								
ID	Application	Owner	Server role	Microsoft App	Third-Party App	Custom App	Retire	Marginal	Important	Crucial	Complexity (1-3)	Risk	Windows Server 2012	Microsoft Azure	Microsoft Office 365	Cloud OS Network	Migrate as-is	Upgrade Version	Switch App Vendor	Virtualize or Shim App	Repair, Retire or refactor
00001	Exchange	Denise Smith		X						X	1	1			X		X			X	X
00002	Web Server	Naoki Sato	X						X		2	2	X				X	X	X	X	
00003	Shipping Services	Qiong Wu				X				X	2	1	X				X	X			
00004	Quick Quarter Close	Daniel ruth				X		X			2	2	X				X	X			
00005	Lucerne Publishing Document	Andrea Dunker			X				X		3	2	X				X	X			
00006	Trey Research Lookup Tool	Eric Gruber			X			X			2	3					X				
00007	A Datum Index	Oliver Kiel				X	X				3	3									
00008	inventory Key	Robins Counts				X			X		2	2				X	X			X	X

Fig 1.5 Target - Step three of the migration process

Step Four: Migration

With an understanding of what is still running on WS2003, what needs to migrate when, and where to migrate to, you can make a plan and begin to migrate. But arriving at this state (that is, making these choices) may require some additional analysis and perhaps assistance – your chosen IT partner will help you here.

Now you have the step-plan process for migration, you'll need to start investigating which solution from Zynstra is suitable for your organization.



About Zynstra

Zynstra's Cloud Managed Server Appliances deliver enterprise class IT on an SMB budget.

Our Hybrid IT as a Service offers a fully managed central platform that runs your entire IT real estate no matter where your applications and data reside, on-premise or in the Cloud.

You choose where your data is located, who accesses what, where and how. We can take care of the rest.

With Zynstra's Cloud Managed Server Appliances you get:

- ✔ **Best of both worlds:** You choose where your applications and data reside and who accesses what, where and how.
- ✔ **Keep Current IT:** A solution that scales with your organization. No more IT refresh, no upfront capital investment and we will replace hardware when it goes end of life.
- ✔ **Maintenance free IT:** No manual patching of the operating system or managed applications, no server security updates or backup management required. A self-healing solution provides a high software SLA whilst Hardware break fix service is also included and managed for you, reducing your server admin by 90%+.
- ✔ **Enhanced security:** Complete on-premise control of user access privileges and data protection. Secure integration & migration options from your existing system to Zynstra's Cloud Managed Server Appliance. Automated backup & disaster recovery options provide cost effective data assurance and business continuity capability.
- ✔ **Excellent service level commitments:** Our self-healing solution reduces software/application downtime whilst our appliance design and clustering capability offer high availability on-premise hardware for a predictable and affordable fee. Monitored 24/7 and supported by experts dedicated to helping you, including next day hardware fix if required. In the event of a disaster (loss of the solution by damage or theft) we can spin your service up in the cloud within 4 (office) hours. Worry free IT.
- ✔ **Pay per month:** a flexible monthly OPEX model instead of large, and potentially prohibitive, CAPEX outlay.

Migration away from Windows Server 2003 doesn't have to be a large scale, costly project. Zynstra's solutions not only provide the technology to future your business but through our accredited partners also the advice and support to ensure a smooth and successful transition.

Find out more

SMB IT Appliance

Zynstra's SMB IT Appliance is designed for organizations that want to adopt or maintain a hybrid IT approach (i.e. some IT services run locally and some run in hosted, public cloud or SaaS solutions) but maintaining complete control over their user credentials, access to their LAN resources, and protection of their data. The solution is scalable and can be delivered in a high availability and/or multi-site configuration and can adapt to the changing needs of your organization.

Find out more

Education IT Appliance

Zynstra's Education IT Appliance is designed for schools that want a flexible method of refreshing existing ICT servers, retaining control over systems and data, at a predictable and affordable cost without going "all in" to the Cloud.

Find out more

For more information

Visit **zynstra.com** for more information on our solutions.

About Zynstra

Zynstra is a software company, formed by experienced technology and business entrepreneurs. We have a track record in creating enterprise grade software, and delivering it into successful operation inside some of the most complex and rigorous IT organizations in the world.

Our experience has shown us how to delight our customers – with a single-minded focus on how software can help them grow and save them money.

We are proud to have been awarded **Most Innovative SMB Cloud Solution** at the 2014 UK Cloud Awards

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