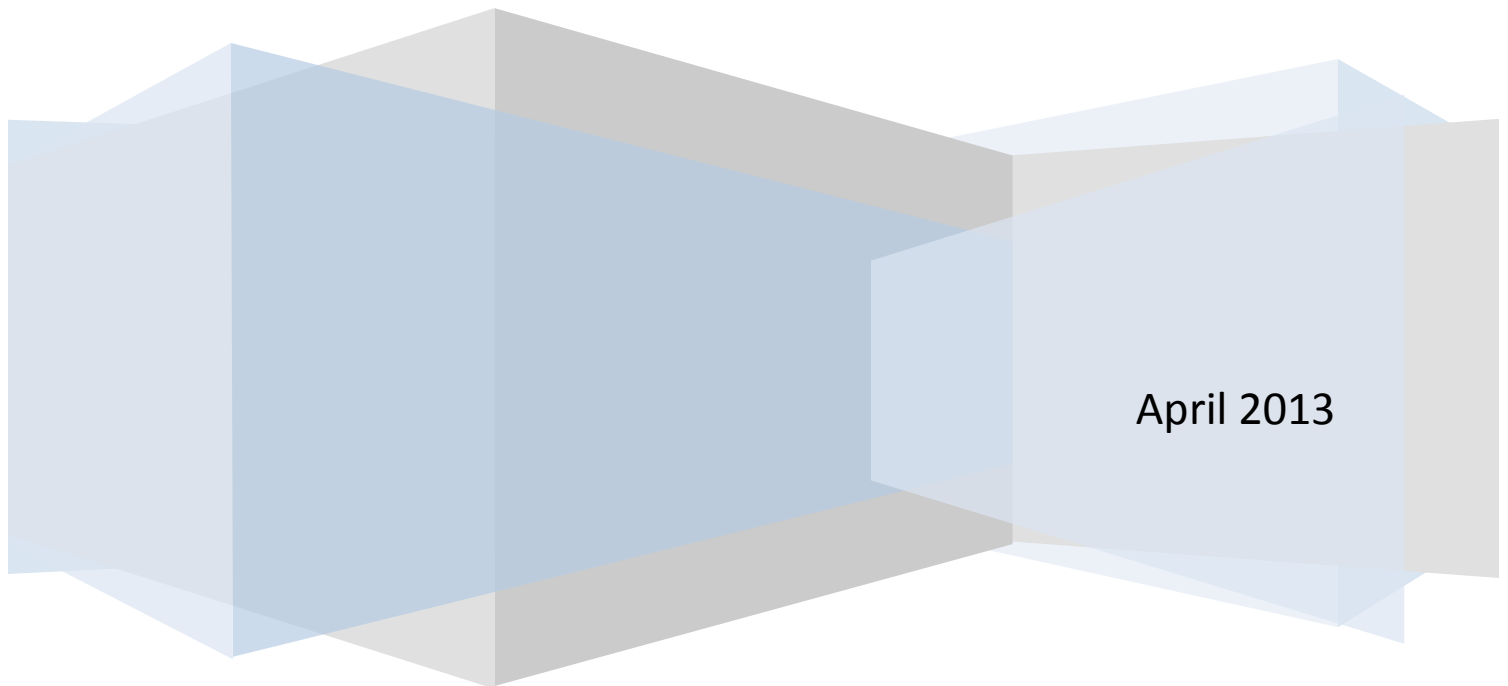# Case Study of Medium Size Corporate Office IT Needs

What it takes to manage IT services.

Peter Jobst

April 2013

Case Study

1. Purpose

These case studies have been completed to help customers understand what categories of IT (Information Technology) their company could benefit from using. These studies give an overview of what technologies real-world companies are using to run their businesses.

We then organize the IT services that we provide, into categories. So that a business owner or company manager can have a high level view of what they use, what services they need, and what services are available to meet their ever demanding IT needs.

2. Qualification

What makes an a ideal candidate for managed IT services:-

- Moving or opening a new office.
- Currently has an IT budget.
- Looking to outsource IT services.
- Has IT needs but not enough to hire a full time systems administrator.
- Has an IT person onsite who need assistance or needs complex network engineering design and desktop support by local desktop support.
- VIP executives with high level of dedicated confidential support.
- Application developers that needs system support for development and production deployments.
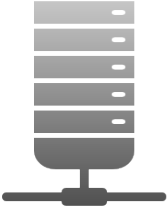- Medium size corporate office.
- Small business.

3. IT Consulting Service Categories

Logical groupings of IT Services.

- **A. Internet access**
  - o Choosing the right ISP for you:
    - Fast Ethernet Fiber
    - Ethernet over Copper EoC
    - Integrated Voice and Data
    - T1/DS1/ Bonded T1s
    - MPLS
  - o Network connection and security –Wide Area Network WAN
    - Firewall – Network security and internet sharing
    - Routers – Manage networks

- VPN (Virtual Private Network)
- Load Balancing
- Failover backup Internet
  - Local Area Network – LAN
    - High Speed switched networks
    - Wireless

B. Virtualization
- Cloud server management
- VMware virtualization
- High Available storage

C. Data Management
- File and Print Servers
  - Centralized file storage
  - Permissions
  - Shared network printers
- Centralized User management (Active Directory)
- Backups
  - Setup and Configuration.
  - Monthly management.
  - Long term archiving and off-site storage.

D. Hosted Services
- Email
  - Hosted Exchange
  - Managed Exchange Server
- Database
  - MS SQL
  - MySQL
  - Oracle
- Website infrastructure
  - Development
  - Apache, IIS, and Tomcat server.
  - Deployment
  - Management
  - Security updates and maintenance

E. Desktop Support
- Microsoft Windows, Apple Mac, and Linux
- Licensing
- Sales and Support
- Installation
- Antivirus
- Application support
- Mobile devices, Ipad, IPhone, Android, and Blackberry.

F. Development support
- Server builds
- Deployments to production.

- The plan supports the management controls defined in the Project Initiation Documentation

Service Category	Project	Maintenance
Internet Access	• **Provision Internet service** • **Connect to internet with Firewall** • **Public/Private networks** • **VPN access** • **Equipment purchases** • **WIFI wireless** • **Load balancing**	• **Maintain Firewall** • **Monitor** • **Support VPN users** • **Firewall rules** • **Bandwidth management**
Data Management	• **Centralized user security** • **File servers** • **Exchange servers** • **Database servers** • **Backup Server** • **Equipment purchases**	• **Server maintenance** • **Monitoring** • **Weekly backups** • **Software updates**
Desktop Support	• **Windows, Mac, and Linux** • **Break Fix** • **Deployments** • **Anti-Virus** • **Mobile Phones** • **Equipment purchases**	• **Upgrades and replacements** • **Virus removal** • **User support** • **Application support** • **Equipment purchases**
Infrastructure	• **Voice and Data Cabling** • **Power and AC** • **Phones** • **Printer, scanner, and fax** • **Office moves**	• **Printer, scanner, and fax maintenance** • **Moving internal users** • **Voicemail**
Hosted Services	• **Hosted Exchange and email** • **Virtual Servers** • **SSL certificates** • **Fax through email** • **Domain names**	• **User management** • **SSL certificate renewals** • **DNS modifications**
Development	• **Development environments** • **LAMP (Linux, Apache, MySQL, PHP) servers.** • **Virtual Machines** • **Large Storage Arrays** • **Large file transfers and synchronization**	• **Maintain servers** • **Monitor** • **Development** • **Design** •

4. Case Studies

Large public corporation with 100 employees worldwide - outsourcing their IT. Corporate offices consist of 50 Users, on two floors on high-rise office building. 12 servers reside in onsite data-center. Corporate websites hosted at online hosting site. One full time employees acts as the technical contact and provides desktop support.

We provide the high-level network and server design and deployment. While we set the standards and policies the fulltime employee follows the procedures we put in place.

Medium size technology company – No internal IT person. 20 Users , Centralized user authentication for file access and network permissions, Windows Active Directory, DNS DHCP, in-house Exchange Email server, and Internet security management through a firewall. The network mostly consists of Windows desktop but a variety of mobile devices that access email remotely. Manage entire IT infrastructure which consists of Internet access, Firewall security, File and Print, Exchange Email, Backups, and Desktop support.

Medium size Entertainment company - Users consist of high profile Executives, legal offices, all the way down to assistants and interns, 25 workstations, Phone PBX, one file and print server, one Exchange email server, centralized user authentication,

Software development company – 30 User company with tech-savvy users. We design, build, deploy and support all of their development and production servers. They have 100s of Terabytes of data stored on large disk arrays and need 24/7 uptime on their servers. The client maintains their own desktops and company infrastructure, but they rely on use to build and maintain their development and production environments.

Small office / small business owner – One to Five users who rely on Internet access, email, file sharing, and phones to run their business. We schedule lots of on-site visits and help the individuals understand what technologies are available to them, how they work, and show them how to best utilize the different service options.

5. Hours of operation

Our office hours are from 9:00 AM until 7:00 PM Monday through Friday.

6. Emergency response

We normally respond to emergency calls on weekend and afterhours within two hours. We will try to resolve the issue remotely. If onsite action is required during off hours, we charge time and a half.

7. Contacting support

We make it easy to request support by utilizing the Zendesk help desk ticketing system. There are three ways that you can request support. Direct phone call, direct email, or opening a ticket by sending an email to support@jobstconsulting.zendesk.com or visit support.jobstconsulting.com and open a ticket through Zendesk.

8. Parking

Since we may have late night visits, emergency calls, or onsite visits we need a place to park. We request that our parking is validated or we can add the cost on the invoice. If there is a perfered location for parking please let us know ahead of time.

9. Save money on hardware and services

We are Dell, Sonicwall, Fibercloud, and High Speed internet access resellers. One of our functions is to make sure you get the best prices on hardware and services which helps off set the our consulting service costs. When equipment is being ordered we will find the right part and send you a link to purchase the equipment directly.

10. Monitoring and Control

We have a monitoring service, which alerts of when there is a failure. For the larger companies this is a must. We charge for the initial configuration. But then, the service is included in our support.

11. Budgets and Pricing

We offer three types of service plans:

1. Monthly Service Agreement – Scheduled monthly service plus quoted projects.

2. Block time, in 10-hour increments. These are good for 1 month and can be purchased at a 10% discount.

3. Time and Materials.

Issue Date: April 2013

Author: Peter Jobst