

Case Studies:

Working from home

Business Problem

A small CPA firm in Cameron Park, CA. At the time they had a Windows 2000 Server and were paying for a third party remote control software (Symantec PCAnywhere) and previous IT staff had configured the router and individual port settings on each pc. Users could connect but often the services were not running and connection failed. When they did connect, they were unable to print. Many of the users wanted to be able to work remotely from home reliably. Criteria were 1) Had to be secure, 2) Must allow for local printing, 3) Must allow for file transfer and 4) the solution must be cost effective.

Solution

Installed and Configured Microsoft Small Business Server 2003 R2 and implemented Remote Web Workplace (which comes as part of the operating system). Now each user can connect to their workstation by using Internet Explorer browser from their home pc. They can utilize a simple-to-remember website name and have the ability to print and transfer files.

Result

The CPA's are now utilizing this feature on a daily basis. Their billing has increased due to the significant uptime.



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