

# Case Study Series: Microsoft Practice

## ■ Solution Overview: Spartanburg Regional Healthcare System

**Industry:** Healthcare

### Microsoft Products & Technologies:

Windows 2000 Server, Windows 2000 Advanced Server, Windows 2000 Clustering, Active Directory, Group Policies (including Security Strategies) , Exchange 2000 Enterprise Server

### Client Description:

Spartanburg Regional Healthcare System (SRHS) is the leading provider of healthcare services in seven counties covering Northeastern South Carolina and Southwestern North Carolina. The specialties for which they are known nationally include Cardiology, Oncology, Trauma and Sports Medicine. There are eleven facilities in the Spartanburg County area and over 30 regional physician and medical offices throughout Spartanburg and surrounding counties.

### Business Problem:

The Windows NT 4.0 network had served the users well for years but had become difficult to manage. Like most networks, the growth of servers and services was fast and usually happened in an organic fashion as opposed to a strategic plan. Most of the staff has 10-15 distinct systems to manage above and beyond the basic network operating system. Management of the network tends to be much more tactical than strategic; and growth of systems to support is constant.

### Solution:

Alphanumeric Systems was engaged by SRHS to implement their new technology solution. Utilizing our Methodology Framework; a very successful solution was planned, designed, and implemented.

Windows 2000 was implemented as the company's overall Network Operating System. This solution formed the foundation for the implementation of Active Directory, which provided central management tools, and Windows 2000 Terminal Server Services for remote administration. A network

services cluster was deployed to consolidate and/or replace the following: Two (2) DNS servers, nine (9) DHCP servers and sixteen (16) WINS servers. This consolidation simplified the management of network services by centralizing them and using Best Practices to keep them running efficiently.

Twelve (12) NT 4 domain controllers were decommissioned during the Window 2000/Active Directory migration project. The new Windows 2000 Domain Controllers were strategically placed throughout the networking environment. This permitted the domain and catalog services to be where the majority of the population resides making the network more efficient and the user experience better.

An Exchange 2000 Active/Active cluster was deployed as the "back-end" for their 2,500 mail users. A "front-end" Exchange server was deployed to handle Instant Messaging services, Outlook Web Access, and SMTP services. This also made it more secure for users to access their mailboxes remotely. Once deployed and tested; the user community was moved from Exchange 5.5 servers to the new Exchange 2000 cluster. This process was seamless to the end-user.

As part of the overall project, Alphanumeric provided customized training for the various IT groups (System Administrators, Helpdesk group, Support group, etc.) at SRHS. This training was done after two main milestones (migration to Active Directory and migration to Exchange 2000). Each training session lasted about a week. The training sessions followed Microsoft's Official Curriculum (MOC). Three (3) courses were condensed into this specialized training. After each training session, the IT personnel were able to be immediately productive with their job tasks; even though systems had been migrated to new technologies.

### Contact Information:

email : [mssolutions@alphanumeric.com](mailto:mssolutions@alphanumeric.com)

Phone:919.781.7575