



# Partner Success Story

## Novell Migration

## Quality Technology Solutions

Mid-size Businesses Migrate from Novell and Windows NT

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– *Neil Rosenberg, President and CEO  
Quality Technology Solutions*

### Customer Situation

Businesses running the Microsoft® Windows NT® Server 4.0 operating systems or aging Novell NetWare servers face challenges around performance, reliability, and security, while addressing today’s business environment and the expanding needs of users. Once a customer decides to upgrade, Quality Technology Solutions (QTS), a Microsoft Gold Certified Partner, helps them compare costs between upgrading to Novell servers or migrating to a Microsoft solution, as well as functionality, application compatibility, and support. The Microsoft solution typically rises above the competition.

### Partner Solution

QTS’ QuikDesign service for Microsoft Active Directory® service provides the optimum starting point for upgrade projects because its team approach capitalizes on both QTS’ and the customer’s IT staff knowledge and experience.

When Arrow Group Industries wanted to upgrade from Windows NT 4.0 and Microsoft Exchange Server 5.5 communication and collaboration server, using QuikDesign, QTS collaborated with Arrow Group to learn about its business, network, applications, and users. Then QTS designed a solution based on Microsoft Windows Server System™ integrated server software.

“We solved our e-mail inefficiencies, simplified IT administration, and improved system performance by upgrading to Microsoft Windows Server™ 2003 [operating system] and Exchange 2003,” explains Peter Moore, Director of Information Systems at Arrow Group.

Wilentz Goldman & Spitzer, a large, well-respected law firm in New Jersey, also turned to QTS to migrate to the Microsoft Windows® 2000 operating system and Active Directory. Again, QTS employed QuikDesign. After identifying the current network infrastructure and interviewing IT staff to define an optimal Active Directory design, QTS worked closely with the

### Solution Overview

**Partner Profile:** QTS offers network infrastructure services and advanced infrastructure and security solutions to mid-size businesses.

**Customer Profile:** Companies that are still running Microsoft® Windows NT® Server 4.0 or aging Novell NetWare servers are facing the need to upgrade.

**Country:** United States

**Business Situation:** Customers using older technologies face challenges around performance, reliability, and security, while trying to meet increasing user demands.

**Solution:** Applying Microsoft best practices, QTS develops an upgrade path that makes best use of the knowledge of the customer, QTS, and Microsoft.

**Microsoft Products:** Microsoft Windows Server System™, Microsoft Windows Server™ 2003, Microsoft Exchange Server 2003, Microsoft Systems Management Server 2003, Microsoft Operations, Management Server 2004, Microsoft Active Directory®

**Benefits:**

- Easier IT administration
- Cost-effective and flexible
- Improved performance
- Average ROI of 20 to 30 percent

Wilentz' IT team on the implementation. QTS supported the IT department as it built additional servers and migrated documents, along with subsequent Exchange upgrades.

"QTS presented us with a well-designed, detailed plan that addressed our unique environment—it was cost effective and accommodated our schedule. Best of all, users didn't even realize anything was done, until after the implementation," notes Robert J. Tivey, IT Director at Wilentz, Goldman, & Spitzer.

## Results

"Being a Microsoft Gold Certified Partner is powerful, especially as an endorsement to customers," explains Neil Rosenberg, President and CEO of QTS.

### Customized Upgrade Plan

QTS' QuikDesign service for Active Directory provides customers with an optimized Active Directory design, as well as a customized plan to upgrade to Active Directory, Windows Server 2003, and Exchange Server 2003. These QTS services also aid in planning for other technologies, such as Group Policy and Windows Server Update Services.

QTS consultatively defines a clear plan for upgrades and identifies potential issues to be dealt with proactively. The process also enables an effective knowledge transfer to internal IT staff so that new technologies are learned in the context of the IT team's own network.

"With QuikDesign, customers minimize risks associated with Novell and Windows NT migrations," explains Rosenberg, "and they often see 20 to 30 percent ROI in the first year."

### A Powerful Partnership

"Customers want to work with a Microsoft Gold Certified Partner—there's an awareness in the IT community about the added value of Microsoft products delivered by certified partners," says Rosenberg. "Microsoft stands behind us and provides the tools and resources we need to help our customers succeed with Microsoft technologies."

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**– Neil Rosenberg**

*President and CEO*

*Quality Technology Solutions*

#### For More Information

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For more information about Quality Technology Solutions products and services, call (973) 984-7600 or visit the Web site at: [www.QTSnet.com](http://www.QTSnet.com)

