

S U C C E S S S T O R Y

CLIENT: **AFS - USA**

A global leader in exchange student programs and cross-cultural education



C H A L L E N G E

AFS Intercultural Programs USA, one of the largest volunteer-based not-for-profit organizations in the world, was faced with the challenge of supporting a growing but fluctuating base of users, while constantly updating its application programs. In particular, AFS' flagship database program, OPUS, was being updated multiple times a week with new features and refinements, and because of the client-server architecture this required distribution of the software to a growing pool of remote users, straining bandwidth and manageability. The recent addition of Microsoft Great Plains accounting software, combined with other new programs, and periodic spikes in seasonal users and systems as well as remote access for volunteers, was putting a strain on bandwidth, and on IT Department staff.

S O L U T I O N

QTS had been supporting AFS' network for nearly 10 years, and based on its extensive knowledge of AFS' environment, recommended a solution based on Microsoft Windows Server 2003 Terminal Services and Citrix MetaFrame Presentation Server. QTS deployed a multi-server MetaFrame farm, with Citrix Web Interface and Citrix Secure Gateway providing a web-based front-end with SSL encryption. QTS assisted the IT staff with installing AFS' applications, and provided knowledge transfer for ongoing maintenance and support.

CLIENT PROFILE

*Industry: Not-For-Profit
Size: 160 employees
Location: New York, NY
Technologies: Microsoft
Windows Server 2003,
Microsoft Terminal
Services, Citrix
MetaFrame Presentation
Server, Microsoft Great
Plains, HP Servers*

R E S U L T S

QTS' deployment of the MetaFrame server farm was completed on schedule and within budget, and provided AFS with an immediate solution to its need for summer help to access OPUS and other systems, saving countless hours of IT staff time setting up and maintaining systems. The solution also allowed more volunteers to connect more closely with AFS staff and work as part of the team. The new thin client solution has allowed the IT Department to focus on applications enhancement and user support, reducing the time and cost of managing their systems. This has allowed AFS to focus on its core business and not its underlying technology – **Worry-Free!**



CLIENT QUOTE

"QTS was able to set up the Citrix solution quickly and optimally, and transferred knowledge to our team so we could manage the system going forward. Everything went perfectly!"

Saji Kunju, Network Administrator, AFS USA



**201 Littleton Road
Morris Plains, NJ 07950
(973)984-7600
www.QTSnet.com**



**Providing
Worry-Free
Network
Solutions!**