

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

CLIENT: *Burns and Roe*

A leading engineering, procurement, construction and O&M firm



C H A L L E N G E

Burns and Roe is a leading national engineering firm, with a strong presence throughout the U.S. Burns and Roe was running a mixed environment of Novell NetWare and Windows Server, and the complexity of the environment was causing complications trying to deliver service to the firm's end-users. Burns and Roe had implemented Novell ZENworks and was heavily dependent on it to manage its desktops, so replacing ZENworks with Microsoft Systems Management Server was a critical step in simplifying the environment and starting the move off NetWare. Based on recommendation from Microsoft, and on past work done together, they turned to QTS for help.

S O L U T I O N

QTS worked with Burns and Roe to implement Microsoft Systems Management Server, delivering a QuikStart™ for SMS engagement. In 5 days onsite over a two week period, QTS was able to install and configure SMS, transferring product knowledge to the IT team throughout the process. SMS was leveraged for hardware and software inventory, software and OS distribution, patch management and remote control functionality. By splitting the work into three days the first week, then two days a week later, it gave the Burns and Roe IT team time to get

familiar with SMS, identify questions and figure out how they wanted to use the product, so QTS could then help them optimize SMS to meet their needs.

C L I E N T P R O F I L E

*Industry: Engineering,
Construction, Operations
& Maintenance*

Size: 1700 employees

Location: Oradell, NJ (HQ)

Technologies: Microsoft

Windows Server 2003,

Microsoft Systems

Management Server 2003

with OSD Feature Pack

R E S U L T S

QTS was able to implement SMS on schedule and within the allocated budget, meeting all the planned agenda items and adding extra content. More important, the knowledge transfer occurred with the client so Burns and Roe's IT staff was able to begin immediately using the product, building packages to begin replacing ZENworks functionality and facilitate the migration. SMS also allowed an accelerated deployment of Office 2003, to take advantage of new product features in the current Office version. This allows Burns and Roe to focus on supporting its users and migrating its environment to a complete and unified Microsoft stack – **Worry-Free!**



C L I E N T Q U O T E

"QTS worked with us in a knowledge transfer capacity, helping our staff quickly ramp up on SMS and learn a complex product in days. They removed considerable learning curve, as well as risk, from the project."

*Wayne Uffleman, IT Director
Burns and Roe*



**201 Littleton Road
Morris Plains, NJ 07950**

**(973)984-7600
www.QTSnet.com**



**Providing
Worry-Free
Network
Solutions!**