

Frazer Ryan Goldberg & Arnold LLP increases total email capacity 13-fold using Windows Small Business Server 2011 on Dell server hardware



- Consolidation
- Database—SQL Server
- Messaging
- Security
- Virtualization—Server



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*Michael Cocanower,
President, itSynergy*

Customer Profile

Company:	Frazer Ryan Goldberg & Arnold LLP
Industry:	Law
Country:	United States
Employees:	43
Web:	www.frgalaw.com

Business Need

Frazer Ryan Goldberg & Arnold LLP needed to grow beyond the database size limits of its current messaging solution to expedite workflow for its attorneys, staff and office manager. The firm also wanted server virtualization capabilities to minimize the amount of physical hardware.

Solution

The firm upgraded to Windows® Small Business Server 2011 Standard and SBS 2011 Premium Add-on running on a Dell™ PowerEdge™ server, using Microsoft® Hyper-V™ virtualization technology to run an additional server instance on the same physical hardware.

Frazer
Ryan
Goldberg &
Arnold LLP



Benefits

- 13-fold or greater Microsoft Exchange database capacity
- Larger mailboxes for users
- 50% reduction in physical hardware
- Projected cost avoidance on additional hardware
- 30% of office manager's time reclaimed for non-IT tasks
- Secure, Web-based remote access to data and applications
- Improved performance for critical applications

Law firms come in all sizes, from sole practitioners to global practices with hundreds of attorneys. Yet they share a common set of IT requirements: security, uninterrupted access to robust messaging tools, and maximum availability and performance for billing and practice management applications.

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*Heidi Smith, Office Manager,
Frazer Ryan Goldberg & Arnold LLP*

With 43 employees, Phoenix-based law firm Frazer Ryan Goldberg & Arnold LLP qualifies as a midsize business, but it requires enterprise-level features and reliability from its IT infrastructure. For years, the firm has used [Windows Small Business Server](#) (SBS) on [Dell PowerEdge](#) servers to support its critical applications. The Microsoft operating system and Dell server platform came highly recommended by the firm's technology partner, itSynergy.

A stable, secure combination

"A midsize company like Frazer Ryan doesn't have to sacrifice reliability or security, because the underlying products in Windows Small Business Server are the same Microsoft solutions that would be used in a large enterprise," says Michael Cocanower, president, itSynergy. "And that's really what they value the most. As a law firm, they don't need to be on the bleeding edge of IT, but they definitely need their systems to work, or they lose money. The firm was also an early adopter of mobile devices, so secure remote access is very important to them."

Cocanower knows he can count on Dell hardware to run SBS smoothly, since Dell engineering has done extensive hardware and software testing to ensure that the software runs reliably on Dell hardware. "We don't recommend configurations to our clients that aren't supported by the hardware vendor," he says. "Frazer Ryan has been running SBS on Dell hardware for a long time, and it's always been stable and secure." The firm also uses [Dell OptiPlex](#) 740 desktop PCs running Windows XP and Windows 7 to keep office staff productive.

Wanted: larger mailbox sizes

Although Frazer Ryan had been happy with Windows Small Business Server 2003, the firm's email volume was beginning to reach the 75 gigabyte hard limit of the aggregate size of the solution's Microsoft Exchange Server 2003 database. The mailbox size

Technology at Work

Hardware

[Dell™ OptiPlex™](#) 740 desktop PCs

[Dell PowerEdge™](#) T410 server with Intel® Xeon® E5630 processors

Software

Amicus® Attorney® practice management software

Microsoft® Office

PCLaw® billing and accounting software

[Windows® Small Business Server \(SBS\) 2011 Standard](#)

- Microsoft Exchange Server 2010 SP1 Standard
- Microsoft SharePoint® Foundation 2010
- Windows Server® 2008 R2 Standard with Hyper-V™
- Windows Server Update Services 3.0

Windows Small Business Server 2011 Premium Add-on

- Microsoft SQL Server® 2008 R2 Standard Edition for Small Business

Windows XP

Windows 7

limitations were causing daily headaches for Heidi Smith, office manager, who handles IT-related requests at the firm and interfaces with the itSynergy team. "Probably 50 percent of my time was spent responding to email-related complaints and funneling those support tickets to itSynergy," says Smith. "We were constantly running out of space on the Exchange server, and users were not happy."

itSynergy remedied the situation on a case-by-case basis, archiving older email into personal storage table files for users with large volumes of mail, but recommended that the firm upgrade as soon as possible to the latest version of Windows Small Business Server. "As the average size of email attachments has grown and the firm has accumulated more and more email—all of which it wants to keep available on primary storage for rapid access—it became necessary to put a more up-to-date messaging solution in place," explains Cocanower.

TAP-ing into a better solution

As luck would have it, Frazer Ryan had the opportunity to participate in a Microsoft Technology Adoption Program (TAP) with Windows Small Business Server 2011, an all-in-one simplified server solution for networking, centralized data storage, security, advanced email and calendar capabilities, database and line-of-business support, as well as document and printer sharing. Windows SBS 2011 Standard Edition components include Windows Server 2008 R2 Standard with Hyper-V; Microsoft Exchange Server 2010 SP1 Standard; Microsoft SharePoint Foundation 2010; and Windows Server Update Services 3.0.

The first thing the firm noticed was that the email problems went away. "The default database size limit for Exchange 2010 Standard Edition is more than 13 times larger—1,024 gigabytes—which is nothing they're going to run up against any time soon," says Cocanower. "And that default limit can be increased if necessary by modifying registry settings."

Smith has reclaimed 30 percent of her time for other duties. "The migration to SBS 2011 went very well, and I'm happy to say that email is running smoothly again," she says. "It's nice that I don't have to wear the IT hat as much now. I can concentrate more on office management and HR."

A powerful data management and analysis solution

itSynergy recommended that the firm install the SBS 2011 Premium Add-on, which includes Microsoft SQL Server 2008 R2 Standard Edition for Small Business and an additional license for Windows Server.

"Frazer Ryan depends heavily upon SQL Server-based line-of-business applications such as Amicus Attorney and PCLaw," explains Cocanower. "Because the SBS Premium Add-on also includes an additional license for Windows Server, we were able to deploy SQL Server 2008 R2 on its own virtual server."

Adds Smith: "We are experiencing far fewer issues with Amicus and PCLaw than before the migration. We are not experiencing the downtime that we were experiencing before. We used to have to reboot quite a lot, and rebooting takes away from productivity."

Two servers, one box

That additional server doesn't take up any space or draw any power, because it's a virtual machine running on the same Dell PowerEdge T410 tower server. "We used Microsoft Hyper-V virtualization technology to create a virtual database server," says Cocanower. "Previously, Frazer Ryan used a separate physical server to host the databases, and now they only need one physical server instead of two."

The firm will also be able to avoid major hardware purchases if it needs to add more servers. "If we need to add more virtual machines, we can just add more RAM to the Dell server they already have, and all we need to do is license the virtual server itself," explains Cocanower. "They already

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have the Hyper-V host in place, so there is no additional licensing required. We can also add new servers very quickly, instead of waiting for and installing more physical hardware. Hyper-V provides a great scalability advantage for Frazer Ryan."

The fact that Dell supports server virtualization at the hardware level was comforting, says Cocanower. "Server virtualization requires hardware that has been tested and verified to work with various hypervisors," he says. "Again, we knew that Dell is committed to making sure that its servers perform optimally in a Hyper-V environment."

To maximize performance for email and line-of-business applications, the Dell PowerEdge T410 tower server features two Intel Xeon E5630 processors.

A foundation for collaboration and remote access

Frazer Ryan is just beginning to explore the potential of Microsoft SharePoint Foundation 2010. "We're using it to keep track of personal calendars and birthdays," says Smith.

The firm is benefiting from Remote Web Workplace, a feature of Small Business Server, by allowing users to securely access documents and applications remotely through a Web browser. "Remote Web Workplace gives people another path to get remote access to their data beyond what they had in the past," says Cocanower. "And because SBS 2011 provides a version refresh for all the component products, not only are they getting the most recent versions and latest features, but also better performance."

Solving the biggest IT problem

As critical as email communication is to law firms these days, both from a workflow and e-discovery standpoint, upgrading to SBS 2011 had a major impact at Frazer Ryan.

"Email is huge for us, and getting past the Exchange database size limit solved our biggest IT problem," Smith concludes. "Things are looking much better here since we moved to Windows Small Business Server 2011 on our new Dell server, and I would definitely recommend the solution to other small to midsize law firms."



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