



## Overview

**Country or Region:** United States

**Industry:** Higher education

### Customer Profile

With 21 campuses around the United States, Remington College serves approximately 10,000 students enrolled in bachelor's and associate's degree and diploma programs.

### Business Situation

Remington College had an aging network that required individual management at each campus. The college wanted to reduce its technology management burden and focus on its core function, which is training career-oriented students.

### Solution

Remington College hired ClearPointe Technology to deploy Microsoft® Windows Server System™ integrated server software for networking, communications, enterprisewide firewall protection, and centralized management.

### Benefits

- Consistent, flexible, enterprisewide security
- Lower operating costs
- High availability

## Multicampus College Lowers IT Costs with Centralized Management and Security

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John Joyner, Chief Technology Officer, ClearPointe Technology

Offering degrees and diplomas in career-track programs, Remington College teaches real-world skills that translate into real-world employment opportunities. The college operates 21 campuses across the United States. In the past, each campus network was managed separately, which generated high administrative costs. Inconsistent configuration and security policies also contributed to increased downtime and reduced productivity. Working with Microsoft® Gold Certified Partner ClearPointe Technology, Remington chose Microsoft Windows Server System™ software, including Internet Security and Acceleration Server 2004 Enterprise Edition. With a centralized management console and enterprisewide security policies, the solution helps reduce IT labor requirements and costs and provides flexible, consistent security across all campuses.

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J. Bonnell, Manager of Technology Operations,  
Remington College

## Situation

Teaching *Real Skills for the Real World* is more than just a tagline for Remington College; it's the focus of the school's entire curriculum. Remington emphasizes teaching specific, job-related skills through practical classroom experience as well as through assigned reading and lectures. With 21 campuses across the United States, Remington serves both traditional college-age students and a large number of working adults who want to train for new careers without leaving their current jobs.

In 2004, Remington's 21 campuses and its administrative headquarters in Little Rock, Arkansas, had an aging Novell infrastructure running on four- to six-year-old hardware. Each campus had a local technical coordinator to handle minor issues, but the high-level management of each campus was handled by the college's headquarters in Little Rock. The IT staff at the administrative headquarters had to individually manage each server and each hardware firewall at the campuses. Because each campus had a slightly different architecture, it was impossible to standardize updates or maintenance—which made administration very labor intensive and expensive.

Faculty and staff use the Campus 2000 application on the administration network to track grades, student records, and test results. The college has a separate academic network that enables students to access assignments, classroom work, and research over the Internet. It is very important for Remington students to have access to the latest technology, but in a controlled and secure environment that is separate from the internal administrative systems.

In addition, the college complies with a variety of government privacy regulations that require schools to safeguard the security of all systems related to student data.

Remington wanted to be able to manage all campus networking functions, including security, through a single console, to increase control and consistency and to minimize management costs. Centralizing management in this way would allow the college to use a third-party managed services provider for the bulk of its network administration so that it could maintain 24-hour-a-day, seven-day-a-week support without hiring additional IT staff. The college was favoring a Microsoft® Windows®-based network solution to maximize integration with its Windows-based desktops.

In April 2004, Remington College contacted ClearPointe Technology—a Microsoft Gold Certified Partner with the Advanced Infrastructure and Security Solutions Competencies—to develop its network, security, and communications infrastructure and to manage the environment once the implementation was complete. ClearPointe helps organizations of all sizes benefit from reliable, secure technology and provides comprehensive remote-monitoring and remote-management services around the clock from its centralized Network Operations Center in Little Rock. Its goal is to help companies deliver better service, increase productivity, and reduce business risk by ensuring the reliability, security, and efficiency of their information technology systems.

## Solution

ClearPointe replaced Remington's Novell infrastructure with Microsoft Windows Server System™ integrated server software components, including the Microsoft Windows Server™ 2003 operating system with the Active Directory® service, Exchange Server 2003, Internet Security and Acceleration (ISA) Server 2004 Enterprise Edition, Systems Management Server 2003, and Microsoft Operations Manager (MOM) 2005. This solution provides a centralized management model in which the Remington College IT

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team at the Little Rock campus provides help-desk support for all users during regular weekday business hours, and ClearPointe provides high-level server management and network monitoring around the clock.

To provide a unified security infrastructure across all campuses, ClearPointe installed ISA Server 2004 Enterprise Edition at the main administration office in Little Rock and at each of the 21 campuses. ClearPointe configured enterprisewide firewall policies for each of its network types (client, administration, and academic), using the network templates included with ISA Server 2004 Enterprise Edition. Each of those templates was then pushed out to apply consistent security rules across the server arrays at all campuses. Although the enterprise rules took about a week to create and test, it took less than 15 minutes to install ISA Server at each campus because all the enterprise rules are inherited and each campus firewall is fully configured immediately after installation.

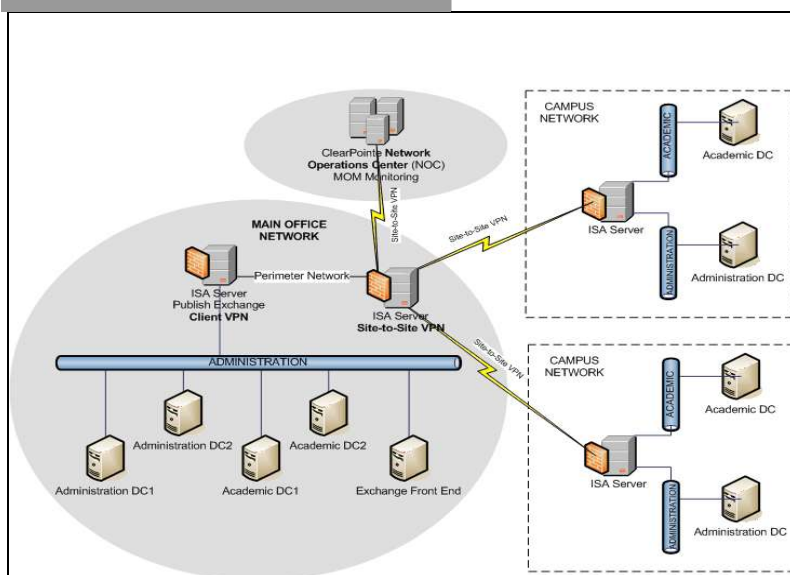
Each computer running ISA Server 2004 has three network interface cards—one Internet/wide area network interface used for the virtual private network (VPN) that connects the campus to the Little Rock headquarters, one for the administration network, and one for the academic network. This configuration physically separates the administration and academic networks to provide added security for the administration network. ISA Server 2004 gives ClearPointe the flexibility to configure the security separately for each of the three networks.

Support in ISA Server 2004 for Microsoft Office Outlook® Web Access (OWA) helped Remington move users at all campuses from GroupWise to Exchange Server 2003 at one time. “Our GroupWise server was failing fast, so instead of migrating our campuses one at a time to Exchange Server, we migrated all 1,500 users to OWA,” says J. Bonnell, Manager of Technology Operations, Remington College.

ClearPointe set up Exchange Server 2003 and OWA at Remington’s main administrative offices, and migrated all 1,500 GroupWise users at one time onto the Microsoft Office Outlook 2003 messaging and collaboration client so that they could access e-mail and files through OWA. ISA Server 2004 authenticates users and grants them access to the OWA Web site, through which users can access Exchange Server services. In this way, Remington gave users access to their e-mail and files until Exchange Server was set up at each campus.

Administrative personnel can also access Remington’s campus network through a client VPN from home or when traveling. “ISA Server 2004 allowed us to set up a separate VPN with its own set of policies for a group of employees who need remote access,” says Bonnell. “Connecting to the VPN is as easy as setting up any other Internet connection.”

### Remington College network security design



“ISA Server 2004 Enterprise Edition was really a perfect fit for this solution,” says Bob Longo, Sales Director, ClearPointe Technology. “With it, we can manage Remington’s Internet security and privileges to other networks through the same console that we use to manage the college’s users and Windows-based networking environment.”

### Benefits

By replacing its network with a Windows Server System-based network, Remington College was able to centralize the management and maintenance tasks for all its campuses through a single console. This centralized management and the ability to configure enterprisewide policies helped the college reduce administrative costs, increased reliability and consistency, and paved the way for using a third party for high-level, around-the-clock management and monitoring.

### Consistent, Flexible, Enterprisewide Security

Because ISA Server 2004 Enterprise Edition supports the centralized administration of multiple sites, ClearPointe only needed to create one security template for each type of network (client, administration, and academic) and push out that set of policies to all 21 campuses. “What we can do with ISA Server 2004 Enterprise Edition was never possible before,” says John Joyner, Chief Technology Officer, ClearPointe Technology. “We no longer have to connect to each server to apply updates or implement security policies. Now, all security is centrally configured and managed, which saves time and ensures consistency at all campuses.”

In addition, because ISA Server 2004 generates the forms used by OWA to authenticate remote users, Remington can safeguard its networks yet ensure that its instructors and administrative staff can

access their e-mail, calendars, and contacts when they’re away from campus.

### Lower Operating Costs

The centralized management and monitoring capabilities in Windows Server System enable Remington College to manage its networks more efficiently and proactively. Because the technical coordinator at each campus no longer has to manage the security and administration of the local networks, the coordinators can instead spend their time working with students.

“With ISA Server 2004 Enterprise Edition and its integration with Active Directory and MOM, we can provide Remington College with a complete management model, including flexible security policy segmenting for multiple networks, all from a centrally managed location at the college’s headquarters in Little Rock,” says Longo. “Keeping all administration in one console is significantly lowering management costs.”

### Growth Potential

Centralized management and enterprisewide security policies will enable Remington College to add campuses to the network over time without having to configure networking and security policies at each site individually. “Scalability is very important,” says Longo. “If we can manage 21 networks this easily, obviously we can add new campuses very easily also.”

### High Availability, Improved Productivity

The ability to easily detect and correct network issues from a central console helps ClearPointe reduce downtime and increase network productivity. With the previous network infrastructure, if students or administrative personnel couldn’t access a desired resource, they would typically notify the campus technical coordinator, who would

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For more information about Microsoft products and services, call the Microsoft Sales Information Center at (800) 426-9400. In Canada, call the Microsoft Canada Information Centre at (877) 568-2495. Customers who are deaf or hard-of-hearing can reach Microsoft text telephone (TTY/TDD) services at (800) 892-5234 in the United States or (905) 568-9641 in Canada. Outside the 50 United States and Canada, please contact your local Microsoft subsidiary. To access information using the World Wide Web, go to:

[www.microsoft.com](http://www.microsoft.com)

For more information about ClearPointe Technology products and services, call (800) 393-1704 or visit the Web site at: [www.clearpointe.com](http://www.clearpointe.com)

For more information about Remington College products and services, visit the Web site at: [www.remingtoncollege.edu](http://www.remingtoncollege.edu)

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then notify headquarters. By then, the college would have already lost productivity.

Now, with a proactively managed network, ClearPointe and the Remington IT team typically can see problems before those problems affect the network. In addition, the centralized security policy configuration provided by ISA Server 2004 Enterprise Edition helps ensure that all Remington campuses have consistent security policies so that the faculty, administration, and students can perform their tasks seamlessly.

“We wanted a system that can be easily changed, monitored, and updated—one that provides secure, reliable operation so that we can focus on our primary business, which is education. And that’s what we got,” says Bob Lutz, Chief Financial Officer, Remington College.

## Microsoft Windows Server System

Microsoft Windows Server System integrated server infrastructure software is designed to support end-to-end solutions built on Windows Server 2003. It creates an infrastructure based on integrated innovation, Microsoft’s holistic approach to building products and solutions that are intrinsically designed to work together and interact seamlessly with other data and applications across your IT environment. This helps you reduce the costs of ongoing operations, deliver a more secure and reliable IT infrastructure, and drive valuable new capabilities for the future growth of your business.

For more information about Windows Server System, go to: [www.microsoft.com/windowsserversystem](http://www.microsoft.com/windowsserversystem)

## Software and Services

- Microsoft Windows Server System
  - Microsoft Windows Server 2003, Standard Edition
  - Microsoft Exchange Server 2003
  - Microsoft Internet Security and Acceleration Server 2004 Enterprise Edition
  - Microsoft Systems Management Server 2003
  - Microsoft Operations Manager 2005

- Microsoft Office System
  - Microsoft Office Outlook 2003
- Technologies
  - Active Directory
  - Microsoft Office Outlook Web Access

## Hardware

- HP DL380
- HP ML370

## Partners

- ClearPointe Technology, Inc.