



Georgia's Forsyth County Achieves Network Control With DiagWin Enterprise and BOSSAssist

DIAGWIN ENTERPRISE
and
BOSSAssist

August 2007

Local Government Case Study

Case Summary:

Location:

Cumming, Georgia

Products/Services:

- **DIAGWIN ENTERPRISE**
- **BOSSAssist** (service desk)
- Migration to Active Directory
- Customized Training

Critical Needs:

Upgrading Windows Operating Systems for network control and migration to Active Directory.

Replacing the help desk system with a system with a Web interface.

Better reports.

Background

Forsyth County, Georgia is a growing community that is part of the Atlanta metropolitan area located 35 miles north of the city. With a population of over 170,000 and growing at a fast pace, Forsyth County is ranked among the fastest growing counties in Georgia and the United States.

Forsyth County runs 50 servers and 1200 workstations scattered over several office buildings.

Forsyth County Information Technology Mission:

“It is the goal of Information Technology to increase efficiency of government services by providing cost-effective solutions to the county via advances in information management and communications.”

The Situation

Michael Mettler, Director of Information Technology for Forsyth County at the time DiagWin Enterprise was implemented, said that the county wanted to exercise better control over Forsyth's network by moving to AD, and to have a Web-based help desk.

The ability to create and track non-computer assets was wanted to provide the county with better track-

ing abilities, and allowed tickets to be written by users with issues

In addition the county had a need for stronger reports concerning its workstations, and a way of gathering inventory quickly through the network.

The ability to collect inventory quickly was a must in order to identify those workstations that needed upgrading, said Metter.

Results:

- Faster response to customers
- Sizable time savings since inter-office commuting is not necessary
- Active Directory installed for easier maintenance of users and computers
- Quicker deployment of system-wide applications

The Solution

BOSS sold services to Forsyth to move their network system to Active Directory and to provide training for the systems' seven technicians. In addition, Forsyth bought both DiagWin Enterprise and the BOSSAssist help desk to manage their inventory and customer service needs.

What Mettler says he appreciates the most about DiagWin Enterprise is the very quick collection of workstation inventories, as well as the completeness of the inventories.

The ability to deploy applications remotely using unattended scripts is also a big plus for Forsyth, as

is using the VNC to remote into clients computers.

In rapidly growing Forsyth County, traffic can be an issue. Where technicians had to drive throughout the county to other offices, they can now diagnose problems from the desktop. **"It now takes us 12 minutes to fix an issue instead of a 30 minute drive,"** said Mettler.

Previously, technicians spent as much as two to four hours daily commuting to client sites; now they can respond to our users' issues nearly simultaneously using BOSSAssist to enter tickets and VNC.

For more information,
contact BOSS at
800.317.6639 or
info@boss-solutions.com

The Results

- Giving end-users a greater sense of security and confidence in the technical staffs' ability to respond to user issues.
- Able to quickly install and uninstall applications from a central location on the fly.
- Customizations that BOSS was able to develop and implement quickly.
- Reports that can be queried on a daily basis, giving up to date information on the state of the system..



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About BOSS

Business Oriented Software Solutions Inc., a Norcross Georgia based company was established in 1991 and serves more than 350 customers worldwide. BOSS is an infrastructure management firm who specializes in IT lifecycle management, comprehensive asset management, integrated service desk solutions, network services, software solutions, and technical support.

BOSS enterprise solutions enable you to leverage your infrastructure management, business processes, and overall performance.

BOSS is committed to exceeding your expectations by providing industry expertise, software customization and a stellar support help desk.

BOSS is Microsoft GOLD Certified Partner with Microsoft Competencies:

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The logo consists of the word "DIAGWIN" in a large, bold, blue sans-serif font, with "ENTERPRISE" in a smaller, blue, all-caps sans-serif font underneath.

The logo features a blue square icon with a white stylized figure on the left, followed by the word "BOSS" in a bold, black sans-serif font and "Assist" in a blue, sans-serif font.

The logo consists of the letters "U-WIN" in a bold, green, sans-serif font with a slight shadow effect.



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