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Background

King & Oliason is “A Seattle CPA firm specializing in tax consulting and tax return preparation for high net worth individuals, their families, and closely-held businesses in the Pacific Northwest.” This firm heavily depends on the stability and reliability of their IT network. The major issue leading up to this server upgrade project was an analysis of the life expectancy of their existing system and the potential impact of a major outage during their busy season.

Project Description

King & Oliason carefully evaluated whether to continue using the server currently installed or to upgrade to a newer system. Although the server in place was working adequately, it was older and had a short life expectancy with the risk of a failure that would lead to costly and damaging downtime. Replacing the aging server offered stability and reliability the previous system could not guarantee.

Solution

In addition to the typical demands of a server upgrade like this, the firm needed this conversion done over a weekend with minimal disruption to the end users and support as the new system stabilized. This server upgrade project started with an HP ProLiant ML350 server running Microsoft Windows SBS (Server Business Server) 2000, that was upgraded to a Dell PowerEdge 2900 server running Microsoft Windows SBS 2003 software. **isoutsource.com**® managed the entire process, including the procurement of hardware and software from King and Oliason’s chosen vendors.

The transition was completed on time and on budget and **isoutsource.com**® was able to successfully complete the transition with almost zero lost productivity for the client. **isoutsource.com**® staff were onsite at the start of business the Monday morning following the conversion and were able to resolve any minor issues arising from the upgrade.

Personal Comments

“The transition to a new server was virtually transparent to our staff, and more importantly, to our clients;” said Carolyn Burkland of King & Oliason. “[**isoutsource.com**®] understood our business needs and successfully managed this project to ensure those needs were met. We appreciate that high level of support.”