

Background

Based in Indianapolis, Norwood Promotional Products is the largest hard goods supplier of promotional products in the world. Norwood was founded in 1989 and today employs associates in locations across the globe including the United States, Canada and China. Norwood markets 14 industry leading product lines with thousands of innovative promotional products.

Case Study | Norwood

"Secure Copy is the only tool I use for server migrations, ever," said Larry Chisholm, Desktop Services Manager at Norwood Promotional Products. "The speed and accuracy are unmatched compared to other tools on the market, and with Secure Copy, I know I'll get my migration done right the first time."

The Challenge: Server Migration Causes End-User Perspiration

In the past, groans could be heard around the office at Norwood Promotional Products when employees received the dreaded e-mail announcing a server migration. The communication meant the IT staff would be transferring company data from one server to another, a common occurrence in a growing company. The groans signified the inevitable: after the migration, the staff would likely not have rapid access to the resources they needed to do their jobs.

For up to an entire week following a server migration, the company's 1400 users bombarded Norwood's multiple help desks with calls as they could not access their files stored on the new servers. The 13 IT staff members put all other projects on hold for that period of time to attend

to all of the problems arising from incorrect file permissions and missing data. In addition, the staff frequently relied on backed-up server images, because the movement of data to the new server often failed to migrate large chunks of company data.

In order to combat problems associated with server migrations, the Norwood IT staff conducted extensive testing after each migration to alleviate the negative impact on Norwood's employees' productivity. Migrations were typically done late on a Friday afternoon, and over the weekend large user groups would come in to test applications, drives and directories. Despite their best efforts, on Monday morning the IT staff knew they could expect an overwhelming influx of calls to the help desk.

The Solution: Norwood Meets Secure Copy

In January of 2004, the IT department at Norwood Promotional Products faced a particularly complicated server migration, transferring a file server to a clustered server – multiple servers that are linked together to provide fault tolerance and/or load balancing – and decided to call in an expert for assistance. The company hired a private consultant to get the job done, hoping that the \$5000 investment would mitigate some of the negative after-effects experienced during past migrations.

When the consultant arrived, he brought with him a piece of software called Secure Copy from ScriptLogic Corporation. Using Secure Copy, the consultant seamlessly migrated 350GB of data from the file server to the clustered server. Not only was the migration a success, but the next day the volume of help desk calls had dropped dramatically compared to previous migrations.

Larry Chisholm, Desktop Services Manager at Norwood, watched the consultant doing the migration and realized that he could have performed the migration himself using a tool like Secure Copy. The next time Chisholm was tasked with setting up a server migration, he decided to try the approach he saw the private consultant use and purchased a 30-day license of ScriptLogic's Secure Copy.

Using the solution, Chisholm was able to migrate 120 GB of data from a server to a USB 2.0 drive, rebuild the server and then transfer the information back on to the server. As a precaution, Chisholm backed up the data from the original server, in case he had to refer back to it after the migration was complete to re-install file shares and permissions. But the information was transferred without a problem, and even the shares and permissions transferred correctly with the data.

The Benefits: Speedy Transfer and Accurate Transmission

The most important benefit that Norwood has recognized using Secure Copy is that the product not only copies files and folders at a higher speed than other competing products, but also migrates NTFS permissions, file shares, file share permissions, local users and groups, and compression settings. Secure Copy simplifies and shortens migration projects and transparently overcomes file ownership problems.

“Right from the start, Secure Copy saved my IT staff both time and effort. We estimated that Secure Copy saves an average of five to ten hours per migration,” said Rich Schumacher, Director of IT Operations at Norwood. “But the low cost of the software and the time saved are minor benefits when you consider the increased productivity of our user community after the migration compared to what we’ve seen in the past.”

Secure Copy also saved Larry Chisholm a three-day trip to Wisconsin. When an ailing server had a failed drive, Chisholm was able to use Secure Copy remotely from Norwood’s headquarters to copy 180 GB of data over to a new server with an attached storage area network (SAN) disk. Although Chisholm had a local IT staff member on hand to make sure

things went 100 percent smoothly, he conducted the entire migration from the Norwood headquarters in Indianapolis, and there was no disruption to Norwood’s end users.

“The best thing about using Secure Copy for our server migrations is that now, when Norwood employees walk in to the office on a Monday morning after a migration has taken place, they don’t even notice that we’ve done the migration,” says Chisholm. “I even get comments from our employees expressing their amazement that all of a sudden the server is running so fast.”

Using Secure Copy significantly reduces the amount of time Chisholm and Norwood’s IT staff members spend tending to help desk calls after a server migration. Instead of spending a full week responding to help desk calls, Chisholm estimates that staff spends about 90 minutes, at the most, addressing the few issues that arise. Additionally, using Secure Copy has reduced the number of testers required to come in over the weekend by more than 50%.

Server Consolidation – Now “Set It and Forget It”

As Norwood grew by acquiring companies, it took on massive amounts of data and extra servers. In one location, the company had five file and print servers performing the exact same function. Eventually, when those servers became old and were at the end of their lifecycle, Larry Chisholm and his IT staff took action to protect the 380GB of data stored on the servers. Instead of migrating the data to five new servers, they decided to transfer all of the information to one larger SAN, a process called server consolidation. Using Secure Copy, they created a cluster server and attached it to the SAN to provide a fast, reliable and secure platform to store user data.

Chisholm set up the first round of the consolidation to run at 9:00 p.m. on a Friday night. That evening, he was so confident in the ability of Secure

Copy to transfer the information properly that he left the office and went out to dinner, only logging in from his home computer later that evening to check on the progress. The migration was done by 7:30 a.m. on Saturday, long before Chisholm was even awake and in the office.

“Consolidating the servers on to one SAN was a breeze with ScriptLogic’s Secure Copy – it’s literally a ‘set it and forget it’ solution,” said Chisholm. “We were able to move about 60GB an hour – which is a phenomenal speed. Coupled with the fact that Secure Copy correctly migrated all the file shares and permissions, which saved us from having to go back and fix the missing permissions.”

About ScriptLogic

ScriptLogic Corporation is a worldwide leader in network administration software for Microsoft Windows-based networks. ScriptLogic’s award winning suite of desktop, server, and Active Directory management products help empower network administrators to proactively save time, increase security, and maintain regulatory compliance. With more than

16,000 customer installations that include nearly 4 million desktops and 91,000 servers, ScriptLogic solutions benefit any size network in any industry. ScriptLogic is a privately held company headquartered in Boca Raton, Florida.

Reach ScriptLogic at **561.886.2400** or on the web at **www.scriptlogic.com**.