



Windows Home Server Partner Solution Case Study



Partner: Total Care Computer Consulting

Web Site: www.totalcarecc.com

Partner Size: 4

Country or Region: United States

Industry: Professional services

Partner Profile

With offices in Centerville, Ohio, and Hebron, Kentucky, Total Care Computer Consulting specializes in developing long-term, solution-oriented IT partnerships with small businesses.

Software and Services

- Microsoft Server Product Portfolio
 - Windows Home Server
 - Windows Small Business Server 2003
 - Windows Small Business Server 2008
- Windows Vista Business
- Windows XP Professional

For more information about Windows Home Server, please visit:

www.microsoft.com/windowshomeserver

For more information about other Microsoft customer successes, please visit:

www.microsoft.com/casestudies

IT Firm Uses Server Product to Reduce Customer Downtime from Forty Hours to One

“Now we can offer a more complete solution to our customers. With Windows Home Server, we offer big business benefits to our small business customers in an affordable, easy-to-use package.”

Kevin Royalty, Managing Partner, Total Care

After testing a beta release of the Windows® Home Server operating system, Total Care Computer Consulting was eager to offer the product to its small business customers. The company was excited about the affordable, easy-to-use features, including automated backup, disaster recovery, and remote access. With Windows Home Server, Total Care has helped customers save more than 80 percent on IT costs and reduce disaster recovery time from days to hours.

Business Needs

Since 2001, Kevin Royalty has blended his computer science expertise with his business acumen to create technology solutions that help small businesses succeed. In 2007, he joined forces with Paul Arthur, a Microsoft® Certified Systems Engineer, to form Total Care Computer Consulting, and established offices in Centerville, Ohio, and Hebron, Kentucky.

“At Total Care, we apply our knowledge of enterprise-level IT solutions to solve technology problems for small businesses,” say Royalty, a Microsoft “Most Valuable Professional” and Managing Partner of Total

Care. “In this economy, that means putting affordable solutions in place that help our customers streamline business operations so that employees can get more work done in less time. We want to help our customers cut costs through increased efficiency so they don’t have to reduce their workforce.”

As a Microsoft Small Business Specialist, Total Care wanted to find a solution that would give small businesses the kind of technology benefits typically reserved for large businesses, but at a fraction of the cost. “Small businesses need the same kind of support as enterprise organizations, but on a much smaller scale,” Royalty says.



"They need functionality such as automated backup, disaster recovery, and remote access just as much as the big companies, but can't afford to spend thousands of dollars on hardware, software, and IT support."

One such customer is a franchise location for HomeTeam Inspection Service. Owner Ron Gibbs runs the franchise with his wife Tammy from their home in Cincinnati, Ohio. "I knew we needed a backup system, but had no idea how to set one up," says Gibbs. The company used a universal serial bus (USB) flash drive to back up inspection reports. "But if our computers failed, we would have lost everything—our accounting information, customer files, inspection photographs," Gibbs adds. "It would have been a disaster."

Solution

In May 2007, Microsoft invited Total Care to participate in the beta testing of the Windows® Home Server operating system. Royalty and Arthur installed Windows Home Server in their individual offices, and tested the backup, recovery, and file sharing capabilities.

"We quickly realized that we could use Windows Home Server to support a wide range of customers," Royalty explains. "It's the perfect product for companies such as HomeTeam Inspection that don't need all the bells and whistles that come with a traditional business server. They still get features like automatic backup and remote access in an affordable, easy-to-use product. Small business customers also can easily share files without the hassle and expense of using a file transfer protocol service. Our larger customers can use Windows Home Server in conjunction with Windows Small Business Server as a backup device for mission-critical workstations, such as an accountant's computer or a specialized computer that

would take an inordinate amount of time to rebuild."

For HomeTeam Inspection, the decision to purchase Windows Home Server—and the HP EX470 MediaSmart server computer—was an easy one. "Windows Home Server is so simple and straightforward," says Gibbs. "Total Care set it up in two hours and showed us how to use it in less than 15 minutes. Now it does everything automatically. We have peace of mind. Our information is protected. Plus, we can access our files from anywhere that we have an Internet connection—whether we're at a home site, a realtor's office, or skiing in Colorado. With Windows Home Server, we can respond to our customers' questions right away. By suggesting this solution, Total Care has really helped us to differentiate ourselves from the competition."

Benefits

Total Care cites reduced disaster recovery time and lower IT costs as the key selling points of Windows Home Server. Using this solution, the company has been able to expand its market reach.

Significantly Reduced Disaster Recovery Time

When HomeTeam Inspection lost several weeks of accounting data, the owners frantically called Total Care. "Because the computers were automatically backed up each night, it took us less than 15 minutes to restore the files," says Royalty.

In another scenario, a manufacturing customer experienced the total failure of a mission-critical workstation, resulting in 40 hours of lost production time. "As soon as Windows Home Server became available, we installed it as a backup device on the network," Royalty says. "When the computer

failed a second time, we were able to get it up and running in approximately one hour."

Lowered IT Costs by 80 Percent

Royalty estimates that the cost for a basic business server would typically start at U.S.\$5,000 and take a full workday to install. "Windows Home Server, on the other hand, costs less than \$1,000 and takes just two or three hours to set up," says Royalty. "This makes the initial investment very affordable for small businesses."

Using Windows Home Server, customers also save money on ongoing IT costs. Royalty says, "We often tell prospective customers, 'With Windows Home Server, we can reduce disaster recovery time from seven hours to one hour. That's a savings of six hours. That means the employee who uses that computer can get back to work six hours faster, plus you're paying six times less for IT service fees. And, we can use one server running Windows Home Server to protect up to ten workstations.' Typically, the next words out of a business owner's mouth are, 'How soon can you get us set up?' Affordability is a huge selling point for us."

Expanded Market Reach

Total Care uses Windows Home Server to support customers with a wide range of business needs. "Now we can offer a more complete solution to our customers," Royalty concludes. "With Windows Home Server, we offer big business benefits to our small business customers in an affordable, easy-to-use package. We're expanding our customer base because—with Windows Home Server—we have more to offer."