



Case Study



Client Profile

The International Facility Management Association (IFMA) is the largest and most widely recognized professional association for facility management, supporting approximately 18,000 members. The Association's members are represented in 125 chapters, 16 councils and one Special Interest Group (SIG), in 56 countries worldwide.

Executive Summary

IFMA made the strategic decision to outsource the support of its information technology operations and maintenance requirements to DYONYX in order to leverage IT best practices. The scope of work includes supporting all aspects of daily operations and maintenance of IFMA's IT infrastructure along with the planning and execution of special projects. This support includes all servers, desktops, cable infrastructure, network components, help desk, procurement, asset management, security and strategic planning.

Network Management

DYONYX implemented major hardware and software upgrades to address the commitment by IFMA to its network health and security. As part of the development of a technology roadmap and timeline to help in budgeting for future needs, we migrated IFMA from NT Server to 2000 Server and will standardize on the Windows 2003 server platform by the end of 2005. We also replaced all unmanaged switches with managed switches to reduce network traffic and improve performance and security. We managed all network circuits, switches, routers, servers, and software applications to support data and voice system operations. We deployed a Cisco Works server to monitor and maintain all of the Cisco routers, switches, firewalls, and VPN concentrators and we use HP Open View monitoring network software for bandwidth usage and server memory and disk usage utilization.

Systems Administration/Data Management

We used Active Directory to manage and provide for administrative controls for all of IFMA's network and IT resources. Our systems administration support included monitoring and maintenance of 10 Windows 2000 and 2003 servers and 250 desktops running Windows 2000 and XP. Data management is complex in that it must be secure and readily available to authorized request both internally and externally from a wide variety of desktop and web application sources. Additional support requirements included remote desktop, email, and database support for IFMA's Brussels office. We also supported and maintained a secure, remote connection to IFMA's accounting firm.

Information Assurance and Security

DYONYX assisted IFMA in reducing SPAM and securing its email. On a hardened Microsoft Exchange 2003 server, DYONYX installed NetIQ's MailMarshal for SMTP to reduce spam and improve the reliability and security of email transactions. We also provided an added layer of virus defense using McAfee's antivirus plug-in. We utilized MailMarshal's rule based control of incoming and outgoing email, and provides robust reporting on a daily basis.

Help Desk/Desktop Support

Utilizing the Technical Services Reporting help desk software, we provided onsite, business hour end-user support via a dedicated help-line and direct email tracking mechanism. To further improve the end user



experience, we regularly conducted a needs analysis on desktop performance to determine baseline requirements for computers in each department. Criteria used included applications used, performance requirements, expected hardware life, user expectation, and cost. We applied these standards to the existing budget and establish an implementation plan based on need and cost constraints. We assisted in the annual budgeting process to address hardware and software support and upgrade needs. We provided desktop support assistance to individual users to assist them with software use, training, diagnosis, and moves/add/changes.

Email, Voice and Video

We supported all IFMA users with a hardened Windows Exchange 2003 Server running NetIQ's MailMarshal for SMTP to reduce spam and viruses. We provided full support for the Intertel phone system which is a true hybrid PBX allowing Digital, IP, Analog, and ISDN traffic. We provided support of the Video Tele Conferencing (VTC) system that IFMA leverages to communicate to international offices.

List Server Deployment Support

DYONYX provided a simple-to-use, scalable and cost effective Microsoft List Server solution for use by the Council / Chapter members under the hierarchy of IFMA corporate. The DYONYX solution provided automated list management functionality and provides a stream-lined user interface for IFMA members.

Knowledge Management / Document Management Solution

DYONYX worked with IFMA to provide a full service system that combines the functions of a Knowledge Management System, Document Management and E-Commerce. This ongoing support requirement provided IFMA with improved Member retention and recruitment, enhanced revenue generation, and improved internal efficiency. Each applicant had to meet the minimum requirement of no criminal record; and, demonstrate reliability through the credit report.



**Secure, Efficient Infrastructure Support
for business, government and our country.**

DYONYX LP, is a privately held information technology and management consulting firm dedicated to helping clients across the nation improve their productivity and security and reduce their cost and risk through a proven set of methodologies, extensive experience, deep skills and world class service at reasonable rates.

For more information contact: Timothy Barto at: 713.830.5910 or tim.barto@dyonyx.com or visit us on the web at www.dyonyx.com