

Legal Eagles Rule in Favor of Perle Systems

Perle's 833IS Streamlines Network Management and Speeds Up Dial-Up

The Challenge:

MCGB needed to upgrade because its existing 10 port remote access server was not providing sufficient throughput to take advantage of the high-speed access that the company's 4 ISDN lines provided.

Tim Crowe, MCGB Systems Manager also wanted to reduce the number of servers he had to manage. By finding a RAS compatible with Windows[®]NT, he could eliminate RADIUS and consolidate NT Domain security and Microsoft Exchange onto a single server.

The Solution:

The Perle 833IS was by far the least expensive option for Windows[®]NT and it allowed MCGB users to dial-in via ISDN or V.90 modems using one unique telephone number.

The Benefits:

The Perle 833IS offered MCGB a unique alternative to choosing between a low-function, fixed-port RAS solution and a high-function, high-density remote access product. The Perle server provided the law firm with the fastest remote dial-in it had ever experienced, significantly increasing productivity. In addition, the company was able to cut costs and streamline network management by eliminating the RADIUS server and taking advantage of the unique NT Domain security support of the Perle 833IS.

THE CUSTOMER:

Mallor Clendingen Grodner & Bohrer (MCGB) is a law firm located in Bloomington, Indiana U.S.A. Established in 1975, the 35 employee firm provides comprehensive legal services throughout the state of Indiana.

THE CHALLENGE:

MCGB needed to upgrade its remote access equipment and provide fax capabilities for each of its employee desktops. Although the company had already implemented ISDN, its 10 port remote access server was not providing sufficient throughput to take advantage of the high-speed access that ISDN provides. Increasing remote access throughput would enhance dial-in performance. Providing desktop faxing capability via a remote access server would also allow staff to fax legal documents and general correspondence easily and quickly.

Tim Crowe, MCGB Systems Manager, explains: "We had four ISDN lines at MCGB, but we were having trouble getting optimum throughput out of our existing remote access server. We didn't want to incur the cost of adding phone lines to provide for both analog and ISDN dial-in, so in order to increase remote access speeds and provide desktop faxing, we needed a server that could provide both analog and ISDN connections through the same port."

Crowe also wanted to reduce the number of servers he had to manage. The law firm had recently switched from Novell's GroupWise workgroup software to a Windows[®]NT server running Microsoft Exchange. If Crowe could find a remote access server compatible with Windows[®]NT, he could eliminate RADIUS and consolidate NT Domain security and Exchange onto a single server.

THE SOLUTION:

The Perle 833IS Access Server

"Most of the NT-compatible servers I looked at could provide both analog and ISDN support, but they required individual telephone lines and ports for each mode," said Crowe. "Although Ascend, 3Com, and Livingston all provided the integrated porting I needed, the Perle 833IS was by far the least expensive option for Windows[®]NT and it allowed my users to dial-in via ISDN or V.90 modems using one telephone number."

Comprehensive Features at Entry-Level Price

The Perle 833IS is aimed at enterprises with small to medium sized dial-in populations. It is the only remote access server to offer a comprehensive set of features at an entry-level price point. The Perle 833IS offered Crowe a unique alternative to choosing between a low-function fixed-port RAS solution and a high-function, high-density remote access product. Offering support for 4 ISDN and 8 analog dial-in users, the server's superior dial-out modem pooling functionality would also provide users with speedy desktop faxing capabilities via the Perle comm, Port redirector software.

Remote Dial-In

The Perle 833IS allowed MCGB staff to capitalize on the company's fast ISDN connections from home. Leveraging ISDN speed increased productivity by minimizing the time spent waiting for files, applications, and web pages to load.

Getting Rid Of Radius

In addition, Crowe was able to cut costs and streamline network management by eliminating the RADIUS server and switching to NT Domain security. The Perle 833IS is unique in its support of NT Domain server as a standard feature.

Technical Support

Crowe was also very pleased with Perle's customer support: "Perle's 24/7 technical support was very impressive. We had some issues with our existing modems that necessitated some up-front work on Perle's part. The tech support staff called me daily to give me a status report and if they didn't catch me personally, they would leave a voice mail telling me exactly what was done and what was planned for the next day. I was also very pleased with their firmware upgrades - for any new release or maintenance, Perle made it incredibly easy. I just downloaded it, and boom, it was done."