

# Customer Case Study: UMASS-Boston



UMass Boston located in Boston, MA est. 1852 with over 16,000 enrolled student and 1,200 staff. They are an accredited university with nine locations, offering degrees in several different majors.

## Organization Details

### Industry:

Higher Education

### Organization Size:

Corporate (10,000 + employees)

### Country:

United States

## Products and Services

Azure

Azure Active Directory

Azure Virtual Machines

Windows Virtual Desktop

**Website:** <https://www.umb.edu/>

## Challenge:

UMass –Boston had already begun their remote learning journey with Applied Cloud Systems prior to the paralyzing effects COVID-19 the struck the higher education industry.

The university, along with had to quickly deploy remote learning and teaching to students and faculty to complete the Spring 2020 semester.

## Results:

The director of IT credited ACS and Microsoft for allowing UMass Boston to deliver applications in a new way that complements two existing methods of engaging faculty and individuals. Other benefits of implementing Windows Virtual Desktop: quick deployment, no additional capital costs and [Azure Lighthouse](#), which allows Microsoft partners such as ACS to deliver differentiated, pay-as-you-go managed services. A spokesperson indicated Lighthouse capability allows “load balancing” on servers, “so that at peak times when we have the needs, we’ll be able to automatically adjust on our server capacities.”

## ACS Solution:

The university and ACS quickly pivoted to an emergency deployment of **Windows Virtual Desktop**. Initially focusing on addressing the VDI requirements of UMass Boston Kiosk and lab environments, it became clear this ‘bring your own device’ service needed to be offered to all 16,000 students, faculty and staff.

The rapid deployment followed best practices adhering to the milestones and benchmarks we use for a full deployment, but in a much more rapid pace to follow suit with semester schedules.

# Customer Case Study: The Navigators



The Navigators - est. 1933, based in Colorado Springs, Colorado. This organization works alongside local churches by providing resources such as Bible study booklets and study aid materials, Scripture memory aids, and Christian-oriented books which serve 103 countries.

## Organization Details

### Industry:

Christian Ministry

### Organization Size:

Over 1,405 employees worldwide

### Country:

United States, based

### Products and Services

Azure  
Azure SQL  
SQL Server  
Data Migration Assistant

### Website:

<https://www.navigators.org/locations/ml99/>

## Challenge:

The Navigators were operating a .NET website hosted in IIS with a SQL Server 2017 database server backend, all hosted on-premises with a desire to migrate their database backend from on-premises to Azure but didn't contain the in-house knowledge to do so.

## ACS Solution:

**Phase 1 (Analysis):** An analysis of the on-premises environment was performed, reviewing the current hardware specs and the utilization of the database server. The databases were analyzed using the Data Migration Assistant tool to capture incompatibilities with a move to Azure.

A report was provided to the Navigators, recommending an Azure SQL Elastic Pool configuration to provide extra performance flexibility due to the number of databases the client was looking to migrate. In addition, all remediation steps were provided in the report, as their developers would adjust objects within the databases.

**Phase 2 (Migration):** Upon final client approval, ACS configured the Azure SQL Elastic Pool as recommended and migrated the databases from their on-premise SQL server to the newly configured environment utilizing the Data Migration Assistant.

## Results:

- All 13 databases were successfully configured, migrated and secured.
- No issues reported after the migration
- Client asked about Disaster Recovery possibilities for the future, a sample geo-replication config was created to demonstrate.