



Quiet Wing Works More Efficiently and Grows Its Business Using Windows Small Business Server 2003

Microsoft Windows Server System

Case study

“Windows Small Business Server 2003 will help us achieve new day-to-day operational efficiencies that will help us gain new satisfied customers and grow our manufacturing capabilities.”

Marty Severson
Chief Financial Officer
Quiet Wing Corporation

Quiet Wing Corporation upgraded its server software to Microsoft Windows Small Business Server 2003 to take advantage of its integrated full-featured communication, collaboration, and data management capabilities. The Microsoft SQL Server 2000 technology component of Windows Small Business Server 2003 enabled the company to upgrade its business-critical DOS-based line of business application to the most current Windows-based version to better manage the company's operations. Group calendaring enabled the Quiet Wing staff to be more efficient in scheduling meetings both internally and with customers, while Remote Desktop enabled company staff to remotely access client documents and engineering specifications while away from the office.



Quiet Wing Corporation
QUIETWING.COM

CUSTOMER PROFILE	BUSINESS SITUATION	SOLUTION	BENEFITS
With only ten employees, Bellevue, Washington-based Quiet Wing Corporation has contributed to the safety of airline passengers around the world. The company's FAA-certified noise abatement, fuel efficiency, and secure cockpit door products are used by the world's leading commercial airlines to meet the highest environmental, safety, and fuel efficiency standards.	Quiet Wing needed to upgrade to a new business-critical line-of-business application that required the use of Microsoft® SQL Server™ data management. The company's staff needed remote access to company computers whenever they were out the office and more robust communications and collaboration capabilities that could help them improve operational efficiency and meet customers needs more effectively.	Tectura Corporation, a Gold Certified Microsoft Partner, built a business IT solution based on Microsoft Windows® Small Business Server 2003 that provided: <ul style="list-style-type: none"> ▪ Robust, manageable data management capability that can easily accommodate a mission-critical line of business application. ▪ Secure remote access to files and e-mail. ▪ Web-based team workspaces ▪ Improved server stability and reliability. 	<ul style="list-style-type: none"> ▪ Efficiency gains in FAA certification of products ▪ Host the latest and more powerful LOB application ▪ Improved customer satisfaction from better communications. ▪ Flexibility to host multiple specialized LOB applications ▪ Greater staff efficiency throughout the sales-to-installation process ▪ Faster, more secure access to company files and e-mail from remote locations

“The SQL Server 2000 technology integral to Windows Small Business Server 2003 will enable Quiet Wing to upgrade to a new Windows-based line of business application, helping the company to generate business proposals more quickly and manage back-office operations more efficiently.”

Bethany Willer
Administrative Manager
Quiet Wing Corporation

Situation

With more than 20 years experience designing specialty after-market safety products for the world’s leading commercial airlines, Quiet Wing products affect the well-being of air travelers all over the world. The company’s signature noise abatement and secure cockpit door products must meet stringent FAA regulations that require standards conformance through the entire sales, design, specification, manufacture, and installation process.

Quiet Wing used a dedicated DOS-based line of business (LOB) application from PENTAGON 2000 Software Inc.¹ that integrates proposal development, inventory management, invoicing, accounts receivable, and most importantly the FAA certifications necessary at every step of the process that enables Quiet Wing products to be sold.

The Quiet Wing network was based on Microsoft® Windows NT® Server version 4.0, Microsoft Exchange Server 5.5, and seven client PCs running either Microsoft Windows® XP Professional or Windows 2000 Professional client operating systems.

To improve operating efficiency, Quiet Wing needed to upgrade to the most current Windows-based version of its business-critical LOB application, PENTAGON 2000SQL. Making this change, however, required reliable and manageable database functionality of Microsoft® SQL Server™ 2000, an integral component of Windows Small Business Server 2003, which could not be accomplished with the company’s legacy computing system.

¹ PENTAGON 2000 Software, Inc. develops, markets, and supports PENTAGON 2000SQL, a state-of-the-art software system that closely conforms to the unique business processes, quality assurance systems and global regulatory requirements found in the aerospace industry and in defense support activities. For more information go to: <http://www.pentagon200.com>

Solution

When Quiet Wing realized it was time to upgrade its IT infrastructure, they consulted Tectura Corporation, a Microsoft Gold Certified Partner, and decided to upgrade to Microsoft Windows Small Business Server 2003.

This integrated business solution provided the necessary SQL Server-based data management functionality that the company needed to upgrade to the new Windows-based PENTAGON 2000SQL application.

SQL Server 2000 was the only data management software that was both cost-effective and flexible enough for Quiet Wing to deploy its highly specialized LOB application and other LOB applications as their needs evolved.

Windows Small Business server 2003 also provided group scheduling capabilities by using the Microsoft Exchange Server 2003 technology of Small Business Server 2003, while remote access to files and e-mail messages was provided by Remote Web Workplace

The Quiet Wing staff is a small yet geographically dispersed team of people, who must have access to company files, engineering specifications, and personal e-mail messages whenever they work from remote locations or home offices. The company’s previous virtual private network solution was neither stable nor secure. The Remote Web Workplace capability of Windows Server™ 2003 (the network server technology of Small Business Server 2003), provides the Quiet Wing staff with vital remote connectivity that is secure and reliable.

Because Quiet Wing is an engineering company that contracts out product



manufacturing, team collaboration during design time, task and order scheduling, and project management is of utmost importance to ensure that production schedules and customer commitments are met.

New Web-based collaboration capabilities provided by Windows SharePoint™ Services, a new service of Windows Server 2003, will contribute important operational efficiency and communications with customers. SQL Server 2000 also provides full text search and data management capabilities critical for the effective use of Windows SharePoint Services-based team collaboration sites.

Benefits

Updating the Quiet Wing network with integrated server software enabled staff members to work more productively and interact more effectively with their customers.

Connecting with Customers. Upgrading to the Windows version of PENTAGON 2000SQL enabled Quiet Wing to operate more efficiently and provide greater assurance of timely FAA certification and documentation requirements throughout the sales-to-installation cycle.

The PENTAGON 2000SQL software takes advantage of faster, more reliable and more advanced functionality of SQL Server 2000 to give Quiet Wing increased operational efficiency in accounting and inventory control operations.

Faster and more efficient FAA certification helps both Quiet Wing and its customers. More consistent communication is

expected to increase customer satisfaction as well as improved vendor relations.

Working Smarter and Faster. Operating a small company with a dispersed team in which each person plays several roles, makes remote access to e-mail and company documents, especially graphic-intensive computer-aided design (CAD) files from client sites, home offices, or other remote locations an important part of the sales-to-installation cycle.

Using Remote Web Workplace connections to provide secure access to these crucial files means that Quiet Wing teams can work remotely from just about anywhere and complete their projects on time and with the right specifications.

Quiet Wing also uses the group scheduling capabilities of Microsoft Exchange Server 2003 to view the free and busy times on everyone's calendar. This feature is expected to significantly improve internal operations and design and production scheduling capabilities.

Although the collaborative and document management capabilities of Windows SharePoint Services have been implemented only recently, Quiet Wing expects that the compatibility of Windows Server 2003 will contribute to greater efficiency in the design process, better team communication, and greater document security than the company's previous network-based file shares provided. The ability to assign read and write permissions and different authorization levels to team workspaces will help to ensure that the right people read the right documents at the right time; e-mail alerts will keep the team updated when documents are revised.

"It's always great to do an installation of Windows Small Business Server 2003 because I know everything will work like clockwork, smoothly and efficiently."

Steve Bunda, MCSE
Principal Consultant
Tectura Corporation



Software and Services

Microsoft® Windows® XP

Microsoft Windows 2000

Professional

Microsoft Office System

Microsoft Windows Small Business Server 2003 Edition

- Microsoft Windows Server 2003
- Microsoft Exchange Server 2003
- Internet Information Services 6.0
- Microsoft SQL Server™ 2000
- Internet Security and Acceleration Server
- Windows SharePoint™ Services
- Microsoft Shared Fax Service

Hardware

- Dell PowerEdge 600SC, single processor, P4, 1.8-GHz, 1-GB RAM, 74-GB total disk.
- Seagate Travan, 20-GB uncompressed. Veritas Backup Exec v9.0 for Windows, Small Business Server edition
- Two generic desktop, Pentium II, 400-MHz, 512-MB RAM.
- Dell OptiPlex G1, Pentium III, 500-MHz, 256-MB RAM.
- Dell Precision 340, Pentium 4, 2.4-GHz, 512-MB RAM
- Dell OptiPlex GX300, Pentium II, 600-MHz, 256-MB RAM
- Dell OptiPlex GX400, Pentium 4, 1.7-GHz, 256-MB RAM
- Dell Latitude C840, Pentium 4, 2.0-GHz, 512-MB RAM
- Two Dell Latitude C610, Pentium III, 1.2-GHz, 256-MB RAM

Windows Small Business Server 2003 helps your small business to be more productive with fewer resources. Now you can:

- Protect your business information automatically in 15 essential ways.
- Get 20 percent more done every day by making it easier for your employees to find, share, and remotely access information.
- Reach more customers and serve them better, 24 hours a day, 7 days a week.
- Set up quickly and easily operate a Windows Server system to run your small business.

For more information about Windows Small Business Server, go to:

<http://www.microsoft.com/windowsserver2003/sbs>.

For More Information

For more information about Microsoft products and services, call the Microsoft Sales Information Center at (800) 426-9400. In Canada, call the Microsoft Canada Information Centre at (877) 568-2495. Customers who are deaf or hard-of-hearing can reach Microsoft text telephone (TTY/TDD) services at (800) 892-5234 in the United States or (905) 568-9641 in Canada. Outside the 50 United States and Canada, please contact your local Microsoft subsidiary. To access information using the World Wide Web, go to:
<http://www.microsoft.com/>

For more information about Quiet Wing products, call 425-451-8565 or visit the Web site at <http://www.quietwing.com>.

For more information about Tectura Corporation products and services, call: (800) 510-4290 or visit the Web site at <http://www.tectura.com>.

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