

## SNNCS gains an easy-to-maintain IT solution when it implements the IBM Lotus Foundations Start appliance.

Overview
<b>Special Needs Nursing – Corner Stone</b> Greeneville, Tennessee, United States www.snncs.com
<b>Industry</b> <ul style="list-style-type: none"> <li>Healthcare</li> </ul>
<b>Products and services</b> <ul style="list-style-type: none"> <li>IBM Lotus Foundations <i>Start</i></li> <li>IBM Lotus Domino Web Access</li> <li>IBM Lotus Notes</li> </ul>
<b>IBM Business Partner</b> <ul style="list-style-type: none"> <li>Kenner Consulting, LLC</li> </ul>



*“Because it requires no in-house technical support, the Lotus Foundations Start appliance is perfect for an organization of our size.”*

—Kim Harper, Operating Manager, SNNCS

**Serving seven communities in Tennessee, Special Needs Nursing – Corner Stone (SNNCS) provides contract nursing services for special-needs individuals, including elder care and support for the mentally challenged, in addition to other services.**

### Challenge

SNNCS needed a more reliable and scalable computer network. The organization’s existing IT environment consisted of several individual workstations with few or no network connections. Without a server or network infrastructure, users were connecting to the Internet using cellular wireless broadband cards. Lacking technical staff, SNNCS began to look for a comprehensive technology solution that would be easy to maintain.

### Solution

SNNCS worked with IBM Business Partner Kenner Consulting, LLC, to deploy the IBM Lotus® Foundations *Start* software appliance, which provides security features such as a built-in firewall and robust anti-virus and anti-spam protection, as well as backup and recovery capabilities.

Whereas traditional solutions would have taken several days to implement, Kenner Consulting installed and configured the appliance in less than four hours. Plus, the Business Partner needed only an hour and a half per user to connect each user’s workstation to the domain, install IBM Lotus Notes® software and transfer workstation documents to the server. At that point, users were able to authenticate, access approved Web sites, send and receive e-mails, and access shared documents on the appliance.

SNNCS employees are able to connect to the applications and services they need when they’re in the field or telecommuting using IBM Lotus Domino® Web Access software and virtual private network (VPN) connections.

Because the appliance includes security features such as a built-in firewall and robust anti-virus and anti-spam protection, SNNCS can rest assured that its new network is safer from threats. The Lotus Foundations *Start* appliance also includes backup and recovery capabilities. SNNCS configured the appliance to perform unadministered incremental data backups every 15 minutes. A hot-swappable backup drive is regularly rotated offsite, so the company can perform a full disaster recovery if necessary.



## Benefits

- Delivers a lower total cost of ownership by providing an all-in-one solution
- Enables the company to focus on its business, rather than on its computer systems with a low-touch system that automatically manages many critical day-to-day IT tasks like data backup
- Scales to support future growth

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February 2009  
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