



# Staten Island Chamber of Commerce

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# SICC

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Client approval: Yes  No

**Troi.net**

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<b>Solution group</b>	Senior Technical Department
<b>Solution offering</b>	WAN/LAN Configurations
<b>Project name or title</b>	Migrating to a Windows 2003 Small Business Services

**Customer profile**

<b>Customer name</b>	Staten Island Chamber of Commerce
<b>Division</b>	Government
<b>Address</b>	130 Bay Street
<b>City, state, ZIP Code</b>	New Yrok, NY 10301
<b>Phone number</b>	212-727-1900
<b>Web site address</b>	<a href="http://www.sichamber.com">http://www.sichamber.com</a>

# Staten Island Chamber of Commerce

## Case Study for SICC

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### Government Profile

The Staten Island Chamber of Commerce (SICC) has been serving the borough since 1895. A business resource center, everyday the SICC provides business referrals, networking opportunities, legislative involvement, community and media access, and a "Help Desk" hotline.

SICC committees work hard to address issues that affect the most current needs of the community. The SICC's Economic Development, Transportation and Education committees are an ideal source to get information that is pertinent to business owners and their businesses today.

The SICC offers a wide variety of special events that include the spring Home Show, fall Building Awards program, golf outings, Chamber Day at Richmond County Bank Ballpark, general membership luncheons and "Business After Hours" monthly mixers.

The SICC is an Associate Office of the U.S. Department of Commerce and is associated through membership with:

- Chamber of Commerce of the United States
- Business Council of New York State
- American Chamber of Commerce Executives
- S.B.A. – Service Corps of Retired Executives
- CANY – Chamber Alliance of New York State

These affiliations expand the SICC's awareness of local, state, regional, national and international issues affecting life in Staten Island and provide the organization with valuable knowledge to maintain and enhance economic prosperity.

### Government Scenario

The SICC had experienced episodes of Spam Relay attacks common to unsecured servers. Due to the critical nature of data accessed on a daily basis, security and ease of collaboration was a main concern. SICC required a stable, secure environment – while outsourcing technical issues to Troi.net.

### Technical Situation

Troi.net took the initiative to exercise and implement qualitative risk assessment procedures in the process of determining possible threats to the SICC infrastructure. An assessment was also made on possible threats to system vulnerability and impact on and day-to-day operations.

Once potential security scenarios for the SICC were reviewed, Troi.net then implemented our infrastructure with these potential threats in mind. The SICC needed to be both secure and productive.

### Solution

Troi.net reviewed the scenario and addressed requirements as follows:

- Small Business Technology Consulting, Vendor Research and Recommendations.
- PC, Server and Network Design, Configuration and Support.
- Support on Windows Networks.
- Microsoft Office Support.
- Workstation Deployment and Configurations.
- Project Management.
- BlackBerry® Phone Deployment.
- Email Setup and Microsoft Exchange Hosting.
- Email Spam Filtering Service on Exchange 2003.
- Security Implementation and Monitoring of SICC Network.

## **Benefits**

Transition of services was seamless to end users. SICC has centralized services on a Microsoft Small Business Server with security policies in place to protect the environment. Blackberry® synchronization and a secure collaboration system were put in place.

## **Products and Services Used**

The following products and services were provided by Troi.net:

1. Microsoft Small Business Server 2003
2. Microsoft Exchange 2003
3. Netopia Router R910
4. 3Com 16471 24 Port Switch
5. Dell Power Edge SC420 Server
6. Technical Support and Consultations