Industry Solution

Services & Employment

Administaff, Inc.

Challenge:

Administaff was founded in 1986 with the goal of helping growth-minded entrepreneurs improve their productivity and profitability. With Administaff handling the administrative duties of personnel management, the client company and the worksite employees gain a wide array of value-added benefits and services not typically available at small businesses.

A simple but dependable network was implemented to fulfill the requirements of Administaff's unique business. The Administaff computing environment is purely an ethernet (TCP/IP) topology network. The main database services run on RS/6000. Employees have Windows 95 and NT workstations as their desktop devices. The Administaff written applications create ASCII files (reports or status files) on UNIX that need to be shared through Windows. Joe Miller, Administaff's Director of Information Technology, was looking for a way to share the UNIX application files. "We evaluated some NFS-based file sharing solutions, but administration was a problem and permissions didn't work correctly," explained Miller.

Solution:

Administaff implemented a 700-user license of Facet*Win* at their headquarters and another 700-user license in their backup and recovery facility in Dallas.

"One of the main products we produce is paychecks, so we need a redundant networking system to ensure that our employees get their paychecks on time," said Miller. Miller explained how Facet*Win* is transparent to the user, "When the user signs on to the Windows network, the initial login script mounts the UNIX share just like another drive on their PC."

The bulky NFS-based solutions required a lot of support calls because of shares dropping off and other file permission problems. "Facet*Win* has increased productivity by decreasing internal support problems," said Miller.

When asked about Facet*Corp*'s technical support Miller replied, "I had to call the support line with a question about how to do something. I received help right away, and my question was answered on the first call. The support has been excellent."

SUMMARY

Corporate Profile:
Administaff is a leader in the Professional Employer Organization (PEO) industry, serving as an off-site, full-service human resources department for small and medium-sized businesses throughout the United States. Headquartered in the Houston suburb of Kingwood, Texas, Administaff operates client service centers in both Kingwood and Dallas, and has announced plans to open an additional service center in Atlanta in September 1999. At year-end 1998, Administaff had more than 2,300 client companies, approximately 38,000 worksite employees, and 665 corporate employees.

Dilemma:
A simple way to share UNIX ASCII files and reports was needed. Several NFS solutions were evaluated, but proved to be too difficult to manage and did not function properly.

Resolution:
A 700-user license of Facet*Win* was installed on the RS/6000 in Kingwood, Texas. Users can now transparently access and share the UNIX files without problems.

> "Facet*Win* was very simple to implement –
> It was load-and-go!"
> -Joe Miller
> Director of Information Technology
> Administaff, Inc.

System Snapshot:
UNIX Servers: IBM AIX
Clients: Windows 95 and NT
Facet*Win* User Count: 1,400

Facet*Corp*