Case Study # 3

You are a Network Consultant with specialized skills in designing Win2000 directory services. You are recently requested by the Excel Forwarder Corp to design the Security and the Directory for the entire company.

Background

Excel Forwarder Corp, an international freight forwarder and Customs Broker, has been providing Logisitics and Transportation services since 1929. Excel also provides logistics and distribution services as well as purchase order management and ancillary freight services in addition to freight forwarding and Customs Brokerage.

With over 65 years in the business, Excel offers fully computerized documentation and tracking in all areas of its operations. Some of the services offered by Excel are:

- Customs Broker
- Freight Forwarding
- NVOCC
- Logistics Management
- Distribution
- Consulting
- Insurance
- Air Freight
- Purchase Order Expediting
- EDI Services

Divisions

The company divides its operations into two main categories: Air and Ocean. The management structure is as follow:

Air – One director, directly reports to the CEO. Under the director are a group of managers responsible for running the different service departments.

Ocean – One director, directly reports to the CEO. Under the director are a group of managers responsible for running the different service departments.

The CEO admits that there are overlapping of activities and resources among Air and Ocean. However, he does not plan to modify this structure as of the time being.

Locations

There is one headquarter for all of its operation. This headquarter is located in New York. Besides, there are 3 local offices in different region of the states.

Excel has the following locations:

NY - Headquarter
Miami Ocean & Air
Los Angeles Air & Ocean
Chicago Air & Ocean

Since the headquarter does not have enough space, Excel recently rented a small office place which is one street block away from the headquarter. The two are connected with ISDN BRI.

IT Structure

The headquarter is running a NT4 network. The PDC of the single account domain is located in the headquarter. There are 5 BDCs for the account domain, and the BDCs are installed in the local offices. In addition, there are resource domains defined. All servers are running with dual 300mhz processors and 256M RAM.

Excel uses State of the Art software to insure that all documentation is prepared quickly and correctly. The software runs on NT Workstation that ahs TCP/IP configured.

The Excel Trade BBS allows the customers to receive email responses to the leads. This BBS runs on a standalone Linux server. There are also Unix and BeOS servers running on the network for various purposes.

Excel is also in the process of finalizing the installation of a new software that will enable its clients to track their shipments on the internet.

Future Prospect

Excel has recently become the partner of XSite, a web site that provides a central search engine for local, state and federal government agencies. This new site is useful in a sense that it eliminates the need to track down all the various agencies to locate available services.
This partnership is expected to draw substantial new businesses to Excel. The CEO of Excel is looking into enhancing its existing IT structure in order to cope with the growing demand for its services.

The latest forecast from Excel is that in 5 years time the number of employees will be doubled.