



The Computerworld Honors Program

Honoring those who use Information Technology to benefit society

Final Copy of Case Study

Status:

Laureate

Year:

2013

Organization Name:

2X Software

Organization URL:

www.2x.com

Project Name:

Voices of September 11th

Please select the category in which you are submitting your entry:

Mobile Access

Please provide an overview of the nominated project. Describe the problem it was intended to solve, the technology or approach used, how it was innovative and any technical or other challenges that had to be overcome for successful implementation and adoption. (In 300 words or less.)

What started as a small support group in the home of the parents of a young man killed in one of the World Trade Center towers on the terrorist attack of September 11, 2001, has grown into the Voices of September 11th, a national organization headquartered in New Canaan, Connecticut, with a satellite office in New Brunswick, New Jersey. An organization with employees in more than one location, numerous volunteers, members spread across the globe, and literally tens of thousands of images and documents to enter into their database needs to have a reliable and robust application delivery platform, which 2X has generously provided. Lentner Technology Integrators, a 2X Partner of Wilton, CT, services the IT needs of Voices of September 11th and deployed a solution for the non-

profit consisting of the 2X ApplicationServer XG to an existing terminal server farm. Four 64-bit servers use Windows Server 2008 R2 and Voices uses a Mac Mini Server that runs the Lion operating system. In regard to virtualization, Voices is utilizing Microsoft Hyper-V in Windows Server 2008 R2 to run their 2X ApplicationServer XG servers. 2X Software allows for variation in the connection configuration and access restriction to various services, which allows the software to function without performing non-necessary network server tasks. It also allows workers to sign in from any terminal or device and access data which is very important to Voices of September 11th as a great deal of their work is in the field at various workshop sites around the country where they scan and enter in literally thousands of images of victims of September 11, which are then pushed right to 2X.

When was this project implemented or last updated? (Please specify month and year.) Has it incorporated new technologies and/or other innovations since its initial deployment? (In 300 words or less.)

The project was implemented in July 2012. No, it has not incorporated new technologies and/or other innovations since its initial deployment.

Is implementation of the project complete? If no, please describe the project's phases and which phase the project is now in. (In 300 words or less.)

Yes, the project implementation is complete.

Please provide at least one example of how the technology project has benefited a specific individual or organization. Feel free to include personal quotes from individuals who have directly benefited from the work. (In 300 words or less.)

"Now we have experienced the more stable and reliable 2X platform, we could never go back to using standalone Microsoft Remote Desktop Services. 2X ApplicationServer XG is faster and very easy to navigate, especially for non-technical users. 2X allows staff members to sign in from any terminal or device and access data. What 2X does very nicely is it breaks out the remote desktop in a clear, clean window and separates it from the local desktop." Chris Wolf, IT Manager, Voices of September 11th USA: <http://voicesofseptember11.org>



Would this project be considered an innovation, a best practice or other notable advancement that could be adopted by or tailored for other organizations and uses? If yes, please describe that here. (In 300 words or less.)

This project could be considered a best practice as it pertains to delivering a user-friendly and reliable private cloud solution to members across the globe.

If there are any other details that the judges should know about this project, please note them here. (In 300 words or less.)

Voices of September 11th presumed that at the end of the beta trial, they would have to purchase the 2X software, because they are very pleased and will remain on the platform. "I've never even had to call tech support once in the months we have been using it," says Wolf. 2X and Lentner, however, had a surprise for Voices of September 11th. "2X has generously donated the software to Voices of September 11th as it's a very worthy cause," said Lentner. "The contribution will significantly help Voices of September 11th in their efforts to execute their mission and Lentner is proud we could be a part of it."