

## THORNE RESEARCH, INC.

By Bob Rice and Jerin May

### A MICROSOFT OFFICE COMMUNICATIONS SERVER 2007 SOLUTION MEETS COMMUNICATION NEEDS TODAY—WITH SIGNIFICANT GROWTH POTENTIAL.

#### THORNE RESEARCH, INC.

For nearly 25 years, Thorne Research, Inc., has set the standard for exceptional formulations, quality, and purity in the nutritional supplement industry. Its philosophy is to provide the purest supplements possible at reasonable prices. Thorne Research has an extremely loyal following and is well respected in medical circles.

#### MESSAGING FOR A NEW MICROSOFT ENVIRONMENT.

Thorne Research grew from two employees to more than 120 without adapting its IT environment. Accordingly, the company found itself with a decentralized and difficult-to-maintain workgroup consisting of standalone Apple workstations. It also used a messaging program called SnapMail for most informal employee-to-employee communication, even though this application is technically an e-mail platform, not necessarily an instant messaging solution.

As part of implementing a new IT architecture and infrastructure to support its expected growth, Thorne Research needed to replace SnapMail with a new instant messaging solution—one that is integrated with its Microsoft-based infrastructure.

#### AN EXPERIENCED PARTNER.

For assistance with updating its messaging capabilities, Thorne Research turned to West Monroe Partners, which also was designing and implementing the company's new Microsoft-based IT infrastructure. West Monroe Partners recommended a Microsoft Office Communications Server 2007 solution due to its ability to integrate with the company's new infrastructure. In addition, West Monroe Partners had extensive experience implementing and customizing Office Communication Server in other environments similar to the one at Thorne Research.

#### AN EFFECTIVE REPLACEMENT. CAPABLE OF MUCH MORE.

West Monroe Partners designed and implemented a Microsoft Office Communications Server solution based on Thorne Research's needs. The architecture consisted of:

- ◆ A pair of Windows Server 2008 x64 standard servers.
- ◆ OCS 2007 R2 Standard Edition (SE), which is responsible for routing instant messaging and conferencing traffic, as well storing user information.
- ◆ Communicator Web Access (CWA) 2007 R2, which supports a subset of users who connect to using Apple OSX workstations—enabling effective instant communication regardless of platform.

By leveraging the Microsoft Office Communications Server platform, West Monroe Partners was able to build a messaging environment that is an effective replacement for SnapMail but capable of much more. In addition, this platform enables Thorne Research to scale its communication capability as it grows. For example, in the future it will enable integration with a VoIP phone system, replace the company's hosted web conferencing platform, and enable collaboration with business partners.

#### GREATER FUNCTIONALITY, WITH EASIER ADMINISTRATION.

Following the implementation of Microsoft Office Communications Server 2007, Thorne Research retired its previous system along with other elements of its aging infrastructure. Together with Active Directory and Exchange, the solution provides streamlined messaging and eliminates the need to manage and maintain user accounts on a dedicated instant messaging system. Additionally, Microsoft Office Communications Server 2007 provides the optimal platform for growth; with the system fully implemented, Thorne Research is well positioned for integration with the many systems and services with which it interfaces.

West Monroe Partners is an international, full-service business and technology consulting firm focused on guiding organizations through projects that fundamentally transform their business. With the experience to create the most ambitious visions as well as the skills to implement the smallest details of our clients' most critical projects, West Monroe Partners is a proven provider of growth and efficiency to large enterprises, as well as more nimble middle-market organizations. Our more than 300 consulting professionals drive better business results by harnessing our collective experience across a range of industries, serving clients out of offices across the United States and Canada.