

Case Study - Enfield Speciality Doors

Putting efficiency on the line

At a Glance

Challenge	To Provide recommendations on the existing Small Business Server 2003 R2 installation. To investigate a series of functionality, hardware and users issues which were being reported, to increase the network speed and to provide advice on their current email issues. To then provide going support.
Solution	Complete reinstallation of Microsoft Small Business Server 2003 R2, Replacement of server to a Hewlett Packard ML350 Server capable of running a network of their size, Kaspersky Network Security solution, Onsite HP Ultrium2 backup solution. Email management and transfer of domain names. LAN Support IT support program with on-site, help desk and remote managed services provided by a dedicated support team.
Results	Increased server capacity with full fault tolerance, A stable and reliable network and server, Real time email and messaging delivery, Increased server capacity with full fault tolerance, Full network security against viruses and employee misuse, Full and reliable backups, Fast network access and user satisfaction, On going IT Technical and administration support

Business challenge

Enfield Speciality Doors do what they say on the tin- they make doors for the building and construction industry. They design and manufacture doors such as fire doors, acoustic doors and X-ray doors for hospitals. They have focused on the educational and public sectors which has protected them from the downturn in the private sector during 2008 – 2010.

LAN Support were recommend to Enfield as they had a “purpose built server” that drove their entire network, emails and internal dedicated software, doortrack. After completing a full network audit it became apparent that the health of the network was extremely poor, in fact a lot worse than Enfield had envisaged.

Continued on reverse.

LAN Support Solution

After a selection process, Richard Ward, Managing Director chose LAN Support to implement its new network solution.

- The existing installation of Microsoft Small Business Server will be completely reinstalled as it had been setup and configured incorrectly.
- The existing server 'only 3 months old' will need to be replaced as it is not functioning not will ever function correctly in this environment.
- Microsoft Small Business Server 2003 R2 was recommended by LAN Support, thanks to its integrated set of common applications such as, Windows Server 2008 and Microsoft Exchange.
- Supply of a branded Hewlett Packard Server offered 3 years full warranty and a name to rely on.
- To keep a high level of uptime and fault tolerance a RAID 5 disk set will be configured meaning the failure on one or more disks would not bring the network to a halt.
- To keep downtime to an absolute minimum LAN planned the installation and rigorously checked all configurations, talked to third party vendors and planed it's installation out of office hours.
- The current backup drive will be replaced and an adequate drive will be installed in it's place.
- LAN Support investigated and recommended that the email domain names were moved from a non trusted provider to a trusted partner and that SMTP was fully enabled.
- An ongoing bespoke support package incorporating a half day onsite by one of LANs Microsoft Certified Systems Engineers once a month to offer desk-side support and administration of the new system along with help desk support and remote managed services was advised.

Results

- Prevented a real disaster and complete data loss.
- Installed and configured the server and network correctly.
- The installation of a Microsoft Small Business Server delivering file, print and document sharing.
- All staff had access to calendar information so they could plan and view employee movements.
- Extensive backup solution provided working backups and peace of mind.
- Quick and reliable email delivery both in the office and remotely enable staff to responded to their clients sooner.
- Substantially lower support and maintenance costs than the old system.
- Within budgetary limitations.
- Quick and reliable network for all users
- Any staff member is able to call LAN Support's Help Desk and they receive regular on-site monthly visits.

Testimonial

Richard Ward, MD "We employed LAN in the nick of time; we simply couldn't have survived without our system for a week, which would have been the recovery process to get us back up and running" Richard added " I now feel we are in safe hands and the half day on site each month allows us to strengthen our IT skills as our engineer is helping us use the software we have on our system."