

Case Study - NDHM

Aged technology becoming a substantial issue

At a Glance

Challenge	To recommend, plan, configure, install and to support a new network delivering instant email delivery, Group Calendar, File and document sharing with a reliable backup solution all to integrate with a BESPOKE Microsoft SQL Insurance and financial system, for 12 users.
Solution	Microsoft Small Business Server 2003 R2, Hewlett Packard ML370 Server, Kaspersky Network Security solutions, Onsite HP Ultrium2 backup coupled with on-line off-site backup solution. LAN Support IT monthly support program with on-site, help desk and remote managed services provided by a dedicated support team.
Results	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 On going IT Technical and administration support

Business challenge

Nugent Debenham & Co is a leading Insurance broker based in Godalming Surrey. Providing all forms of insurance to both the consumer and Business-to-Business markets, they have built the business on excellent customer services, flexibility and great value for money. "Reliability, annual maintenance costs and aged technology was becoming a substantial issue, and whilst it had successfully been in place for six years, its features had naturally become limited, most notably our email delivery and backup". The new system had to delivery file and document sharing, group calendar, reliable backup and quick email delivery within budgetary objectives and offer at least 3 - 4 years computing. The system also needed to integrate seamlessly with an existing Insurance Brokerage financial package which was DOS based, a particular concern, as without a successful integration the company could literally come to a standstill.

Continued on reverse.

LAN Support Solution

After a selection process, Grant Denyer, Managing Director and owner chose LAN Support to implement its new network solution.

- 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 was 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 planned its installation out of office hours.
- Alongside a traditional tape backup solution LAN recommended an on-line, off-site backup solution with full encryption and security.
- 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

- 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.
- Installation was carried out over a weekend and after 13:00 on a Saturday as the office opens in the morning. This meant that there was no disruption to staff and customers alike.
- Extensive backup solution provided working backups and peace of mind.
- Quick and reliable email delivery both in the office and remotely enable staff to respond to their clients sooner.
- Substantially lower support and maintenance costs than the old system.
- Within budgetary limitations.
- Any staff member is able to call LAN Support's Help Desk and they receive regular on-site monthly visits.

Testimonial

"LAN Supports approach, professionalism and their genuine understanding of my real concerns from concept to installation was truly delightful and I'm very glad I made the decision to use LAN Support and I would recommend them to anyone."

Grant Denyer, Managing Director.