

Case Study - Sutton-Mattocks and Co

Adding a remote office - made easy

At a Glance

Challenge	To recommend, plan, configure, install and support a Wide Area Network by adding a second office without the need and expense of purchasing a second primary server and expensive case-flow management software, for 15 users.
Solution	A complete consultancy package including; Microsoft Terminal Server, Hewlett Packard ML110 Server, Draytec VPN Firewall solution and SDSL Router. Kaspersky Network Security and setup of local printing. LAN Support IT monthly support program with on-site, help desk and remote managed services provided by a dedicated support team.
Results	Replacement of aged hardware and software platforms in a controlled and managed strategy whilst providing regular on-site engineering, help desk support and remote managed services.

Business challenge

Sutton Mattocks and Co are a family solicitor's practice based in Barnes, London. Established since the 1920s, they are experts in Family Law and pride themselves on their professional approach. "Due to our continued local success we needed to employ additional staff and had run out of space in our Barnes office so decided to open a new office a few miles down the road in Chiswick. Already having a relationship with LAN Support for the last 5 years we had asked them to provide us with recommendations and costing for a new server and setup at the new office.

The previous year LAN had completed and delivered a new server setup on time and to budget, so we were confident we were in safe hands. We requested they repeat the same solution in the new office in Chiswick, London. The new system had to provide our fee earners and secretaries' access to our accounts and case-flow management software as well as email and shared public folders.

Continued on reverse.

LAN Support Solution

Jonathan Walsh, Senior Partner chose LAN Support to implement its new network solution.

- Microsoft Terminal Server was recommended by LAN Support, thanks to its ease of setting up, it's low cost of purchase and compatibility with all applications used by Sutton Mattocks.
- Supply of a branded entry level 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 Mirror disk set was configured meaning the failure on one disk 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 the entire installation within office hours.
- The solution does not require any additional backup devices or media because the new users will access and save their documents on the primary server in Barnes.
- LAN Support investigated and recommended the installation of a SDSL internet line with both the upload and download speeds being capable of transferring the data quickly.
- An ongoing bespoke support package incorporating a half day onsite once a month by one of LANs Microsoft Certified Systems Engineers. This offered desk-side support and administration of the new system along with help desk support and remote managed services.

Results

- The installation of a Microsoft Terminal Server enabled users to remotely access their server in Barnes just as if they were in that office.
- All staff had access to all applications including the case-flow management system, email and Microsoft Office.
- Installation was carried out during the working week and had very little impact on the users.
- Quick and reliable email delivery both in the office and remotely, enable staff to respond to their clients sooner.
- Substantially lower installation costs as the solution removed the need to repurchase expensive hardware and additional server licenses for the cashflow management system. It was calculated this saved around £12,000.
- Within budgetary limitations.
- Any staff member is able to call LAN Support's Help Desk and they receive regular on-site monthly visits.

Testimonial

"We asked LAN Support for a repeat of the last installation they provided us 12 months ago in our Barnes office. They completed a formal quotation for the works and advised me that we did not need to replicate the same installation. They explained clearly all that was needed was a connection to the HQ and detailed what they had to do. They have saved us thousands of pounds, and not only met my expectations but completely exceeded them on this occasion".