



“Virtual Tech has provided my business with an end to end solution and a support service which is second to none. The Virtual Guard Technical Agents are always on the other end of the phone to assist my staff with any issues they may have.”

Alan Clarke, MD, RiverSide Selection

### CHALLENGE

- Lower total cost of ownership
- Infrastructure Upgrade
- Infrastructure Stability
- End user support
- Infrastructure Support
- Infrastructure monitoring
- Backup
- Disaster Recovery

### SOLUTION

- Fixed Virtual Guard Support
- Microsoft Small Business Server
- Microsoft XP professional
- Microsoft Office 2007
- Virtual SMTP Filtration
- Virtual Guard
- Virtual Secure Store

### RiverSide Selection

RiverSide Selection is a premium recruitment agency predominantly recruiting for the Healthcare Advertising, Public Relations and Pharmaceutical Communications sector.

RiverSide Selection's existing IT support company were no longer able to provide the service level required or competency to support the infrastructure. The existing contract was based upon a pay as you go scheme and RiverSide was being charged for each call raised. Due to an unstable infrastructure, multiple calls were raised daily consequently resulting in expensive monthly bills.

In order to lower the total cost of ownership, Virtual Tech immediately stabilised RiverSide Selection's infrastructure. Their old servers, applications and data were consolidated onto new hardware running Windows 2003 Small Business server. Old desktops were upgraded to Windows XP Professional/Microsoft Office 2007 and joined to the new 2003 Active Directory. Group Policies, NTFS Permissions and Logon Scripts were introduced to provide increased security and drive/folder/printer mappings dependent on departmental group membership.

Email was brought back in-house to allow collaboration, backup and retention. Virtual SMTP Filtration was enabled to scan all inbound and outbound emails for viruses and spam. Outlook Web Access was configured to allow global remote access to email through a secure web browser.

Remote access was provided to RiverSide Headquarters through secure Windows remote desktops sessions, allowing user access from around the world.

Virtual Tech's Virtual Secure Store (VSS) was deployed for backup and disaster recovery. VSS provides RiverSide Selection with a peace of mind that their mission critical data is always protected.

Virtual Secure Store also provided RiverSide Selection with a fully fledged Disaster Recovery solution. Data is securely replicated each evening to Virtual Tech's Tier 4 collocation. In the event of a server failure or office failure, RiverSide Selection's servers can be easily recovered and made available through a secure web portal.

Virtual Tech also took over support responsibilities, employing Virtual Guard at a fixed yearly cost which consists of two dedicated qualified support engineers and real time monitoring of their server and network infrastructure. This allows Virtual Tech to prevent and resolve any infrastructure based issues, long before the client is even aware that an issue has occurred. Virtual Guard also enables traditional over the telephone and remote support for RiverSide's end users.