

TOTAL

“Virtual Tech have revolutionised the way we work, from accessing all documents from a website to email on the move; efficiency and productivity have increased exponentially. Virtual Secure Store removes the headache of manual backups and the thought that the servers, as well as the data, are recoverable with the flick of a switch is peace of mind indeed.”

Guy Butler, MD, Total Construction Ltd

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
- Exchange Mobile Services
- Cisco VPN
- Virtual SMTP Filtration
- Virtual Guard
- Virtual Secure Store

Total Construction

Total Construction required a solution that would enable a seamless but inexpensive upgrade from their existing Windows 2000 Active Directory environment. Total has many remote construction sites that required a secure remote access solution for their staff to access the corporate network. Total also required a complete hardware upgrade across their infrastructure to provide improved performance and service to their user base.

Virtual Tech implemented Microsoft 2003 Small Business Server as it provided a one box solution that fitted all of their requirements. A migration from Active Directory 2000 and Exchange 2000 to Small Business Server 2003 was undertaken using the SBS Migration Wizard. All servers and desktop hardware were replaced with best of breed models. The migration was completed over a weekend reducing the impact on business.

A central SharePoint file repository was created; providing easy file retrieval and access to company documents through a web interface. Exchange 2003 was enabled to provide enhanced collaboration and messaging services. Microsoft Shared Fax service was configured so that faxes could now be received and responded to quicker via email, and also on the move.

In order to facilitate Total's remote user base, Virtual Tech enabled Cisco based VPN connections and Exchange 2003 Mobile Services (Outlook Web Access, Outlook Mobile Access and Outlook Anywhere). This provided Total's employees with the ability to connect to corporate information and people that matter on the go.

Total Construction's backups were governed by a single LTO tape drive, running on a 7 day cycle. The best effort was made each evening to swap over and take backup tapes offsite; however this was frequently missed due to human error. Virtual Tech implemented Virtual Secure Store backup and recovery. Virtual Secure Store service took the backup and recovery headache away from Total Construction.

Virtual Guard was also employed for Total Construction, offering real time monitoring of their server and network infrastructure, along with two dedicated support engineers to prevent and resolve any infrastructure based issues, long before the client is aware that an issue has occurred. Total Construction also required a full time member of staff to be placed onsite for support duties.