



Contracting - IT Support - IT Consulting - Forum

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Recent IT Projects Managed/Worked on

NT4.0 to Server 2003 Active Directory

Existing Network System:

Two Domain Controllers running Windows NT4.0 (PDC & BDC)
Data Server running Windows NT4.0
Pro-Engineer CAD server running Windows NT4.0
Exchange 5.5 running on Windows NT4.0
100+ end users running mixture of Windows2000 and Windows XP Professional.

Upgrade Path:

Upgrade all end users to Windows XP Professional
upgrade Domain to MS 2003 Server Active Directory
upgrade data and CAD server to MS 2003 Server
upgrade exchange server to MS 2003 Server
upgrade Exchange 5.5 to Exchange 2003 Enterprise Edition.

Summary:

Over a period of 6 months the entire user base was upgraded to Windows XP Professional. During this time extensive testing was carried out for the upgrade path on a completely separate testing network. The upgrade was planned over a weekend to cause the least disruption to the end users. The upgrade was successful and no interruption to normal business operations was experienced.

UK Support Infrastructure Implementation

Existing Support Infrastructure:

Poole site was supported by internal IT team of two members of staff
London site was supported by 3rd Party IT support company
Manchester site was supported by 3rd Party IT Support company
Bristol site was supported by an IT contractor based in Dorset

Proposal:

The Poole IT team would be expanded to four members of staff
The 3rd Party IT supplier contract would be terminated
The current IT contractor in Dorset would be given notice

Summary:

All UK based IT support for Poole, London, Bristol & Manchester now resides under the local IT team in Poole. This was achieved over a period of 6 months after which time savings of £54k per year were recognized. All support is carried out remotely via dedicated VPN tunnels set up between all UK organizations. Remote Desktop has been deployed throughout the UK on all servers at all sites and WebEx has now also been implemented for those users out on the road. The entire UK user base is approx 400+ including on-road engineers and Sales representatives.