



Simple risk-free IT closes the deal

One of London's Private Equity companies has built a successful track record on the philosophy of keeping things simple and avoiding risks. They want their technology and IT partner to work the same way – delivering a dependable platform that works wherever they may be.

The problem

The Private Equity company understood the importance of IT and had invested heavily in a robust, secure platform around the year 2000.

However this platform was a complicated collection of servers and over-specified firewalls. This created a legacy of expensive, unreliable and inflexible IT servicing.

This created the following IT issues:

- Two outdated Windows NT servers that needed considerably care.
- A fragile network that had unnecessary components prone to failure
- The firewall was far more sophisticated than necessary and this drove up the cost of IT support, without providing any security benefits.
- The infrastructure was too old and complicated to meet modern demands (iPhone, VPN, Webmail).

The solution

The client needed a new IT platform based on modern Microsoft Windows technology and simple network components. This platform needed to offer reliability and lower cost IT support through simplicity. In addition the platform had to provide the flexibility to support users wherever and however they wanted to work.

ITS implemented the following technology changes:

Simple office IT

- Upgraded existing server infrastructure to a more capable and reliable hardware platform.
- Replaced Nokia CheckPoint firewall with a secure small-office device.
- Moved from tape back-up to fully automated offsite backup.

Staff support / remote working

- Provided support for BlackBerry and iPhone handsets
- Deployed Microsoft VPN and Outlook Web Access webmail.
- Ongoing IT support helpdesk.

Private Equity IT:

- Replacement of old over-complicated technology.
- An IT platform that allows staff to work from anywhere / any device.
- A single supplier for support, internet access and cloud services.
- Responsive remote and onsite IT support.
- Automated online backup.