

13th April 2005

Manufacturing Sector Case Study

The Challenge

Our manufacturing sector client was faced with the challenge of a very unreliable IT system. It had been neglected for a long time and therefore required much work to bring it up to a functional level. Their email was intermittent, file storage was distributed onto local machines and they had many machines with viruses. They had three individual companies across two sites and they employed IT to run their administrative, sales and manufacturing processes. Our brief was to provide a solution to their immediate problem of unreliable systems with a long term goal of improving the way they do business using IT.

Our solution

Their current hardware infrastructure was powerful enough to cope with their needs as it was all relatively new. It was therefore the software side that needed to be rectified. A small business server and a 2000 server running a bespoke software package were already in place at one site and a standard windows 2003 server was at another site. All three ran as separate domains and the two on the same site ran on separate logical networks.

It was decided to have a global domain across all sites and have a centralised file and email platform. Company wide instant messaging was installed along with centralised antivirus and a company intranet. The bespoke software package was setup as a terminal session application and the metal cutting machines software was housed on the server for greater reliability. The cabling was also re-done using a gigabit backbone for the servers. Inter site VPN to connect the second site was also established using their existing ADSL lines. Remote workers were also given VPN access to the system, allowing them to use their bespoke software packages and email from anywhere in the world.

The Benefits

The improved IT system has provided the client with much greater reliability for its staff. Their network performance has been considerably improved through the removal of viruses and centralised file storage and security has allowed more fluid movement of staff between sites and internal companies.

The value added services have made a great difference to the way the company communicates. Proper exchange email and calendaring has allowed users to better schedule and communicate inter company and also with their clients. Inter site communications through the company intranet and the messaging service has also brought the three companies closer together into their ultimate goal of becoming one overall group. Remote workers also benefit from being able to access live system data and also the company communication services.