

13th April 2005

Solicitors Case Study

The Challenge

One of our Solicitor clients had an existing citrix infrastructure and a large base of legacy computers, they were in the process of a structural change within the company and needed to consolidate and upgrade their desktop environment to rich client architecture. They were using many different suppliers for their I.T system and thus running costs were ever increasing. Seriun were tasked with replacing the majority of their citrix clients with rich clients and consolidating their server infrastructure in order to reduce costs and offer additional services. We were asked to be their sole supplier of support and management services between all their branches. A managed support infrastructure was also required to prioritise support issues and training. E-mail and collaboration was isolated and needed to be consolidated and controlled through head office, all this had to be achieved using additional hardware and existing hardware to maximise their current investment.

Our solution

All the citrix clients were replaced with Dell desktops; this provided a rich client in order to run their enterprise applications as well as Office 2003. All desktops were unified to Windows XP SP2 for maximum reliability and security. The servers were consolidated and Exchange server, ISA server were configured at all branches utilising the head office server as their e-mail gateway. A Virtual Private Network was implemented across all branches, this enable e-mail and collaboration flow and the platform to leverage their existing Citrix server infrastructure to publish their enterprise applications to remote branches. The multiple domain structure was consolidated into a single forest for ease of management and security allowing for access to all resources from any branch. Enterprise antivirus was implemented and Update services to accommodate in real time any internet based threats.

The Benefits

Over all the systems reliability was greatly improved. Communication was enhanced and security increased. Management is now a lot less costly; this was achieved by Seriun Helpdesk 2005. All branch offices now have access to resources and applications enabling the company to move forward in a market that is requiring ever increasing utilisation of technology, to stay competitive and deliver the quality of service their customers expect.