

Case study: Co-location support contract

Established in 1983 by trained engineers, Diamond M & E are dedicated to providing a professional recruitment service specifically to the Mechanical and electrical industry.

Requirements

Diamond has two offices based in the UK, they have a head office which is a 20 user network with three servers and a branch office with three users. Diamond required a full IT support solution and expert advice as their network infrastructure was becoming unreliable. They also needed expertise to help them relocate their branch office which is based in the north of England.

Solution

The decision to work with Our IT Department was an easy one for Diamond, based on cost and quality of support we have to offer. We were able to provide a full IT support contract which includes unlimited remote and onsite support for both the head office and the branch office.

Our senior engineers compiled a full audit of the Diamond network and quickly identified where improvements were needed. The existing hardware at head office was out of date and the servers together with a majority of the workstations were upgraded. A new Anti-virus solution was implemented and a new standalone server was also installed to run a number of resource intensive database applications that are vital to the business. New hardware firewalls were installed and configured at both office locations and a Terminal server was also introduced to the network, allowing remote users working offsite to access the same resources and applications used at Diamond HQ.

The office move project.

The Our IT Department Project Management team also provided consultation for the branch office relocation from Bolton to Rochdale. We provided and implemented everything required for the new office including telecommunications, ADSL internet, a hardware Firewall and new workstations for the users. Once the new office was setup, our field engineers configured a site to site VPN connection allowing direct access to the head office network.

The office relocation was completed quickly and efficiently thanks to careful planning and the ability to supply our own solutions. Both offices now work seamlessly together on the same network and remote users can also work from any location, using the company resources and applications.