



Managed IT & Telecoms

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CASE STUDY



CUSTOMER PROFILE

The family business was first established in 1925, when a spinning and weaving mill producing cleaning cloths was opened by Robert Scott's father James Scott. The business passed to Robert in 1939 and he continued running the business until 1959.

The 4th generation of the Scott family along with an increased management team have continued to expand the business which now has a workforce of over 250 employees. Over its 80 year history the company has never failed to produce and present products in a fresh and informative manner, which is why it is one of the last remaining set of working mills totaling over 310,000 sq. ft. in Lancashire. It currently is operating 5 sites throughout the UK.



THE REQUIREMENT

The current IT infrastructure was ageing and needed refreshing. Creative Networks was asked to propose a solution that would refresh the IT infrastructure and allow for easy expansion. Business Continuity and Disaster Recovery was of great concern and needed to be considered.

“We wanted to work with a company who were the cutting edge of technology”

THE SOLUTION

A business review confirmed that a new Virtualised Server stack was the best way forward. This would allow them to reduce hardware maintenance costs and allow for addition of more services or servers if required. CN project managed, designed and implemented a new flexible IT solution. The Solution was based on Citrix XenServer and the server stack was fully virtualised

The solution was based on a Microsoft Server Architecture on Dell PowerEdge Servers and SANs. The Server cabinet was reorganised to incorporate the new hardware, and UPS equipment was appropriately resized. The project plan held detailed information regarding when and how servers were to be migrated. The plan was discussed on almost a daily basis with clients to ensure everything was on schedule, and that there were no surprises for the users. Exchange was migrated in blocks, to ensure that email was always available. The server infrastructure was also updated from Windows 2003 to Windows 2012.

It was important that the customer had minimum down time. This was ensured by scheduling work outside core hours where necessary.

THE SOLUTION (CONTINUED)

Our implementation:

- Installed Dell Storage Area Networks
- Installed and configured Citrix XenServer
- Upgraded Network to 10 Gbps core
- Implemented off-site server replication to remote sites using fibre and MPLS networks
- Virtualised, migrated and upgraded Exchange
- Virtualised and upgraded Microsoft Dynamics CRM migration
- Upgraded to a windows 2012 Active Directory infrastructure
- Migrated data from multiple servers
- Consolidate and migrated printing network
- Implemented a robust backup plan
- Implemented Disaster Recovery
- Tested DR plan
- Implemented a Business Continuity plan
- Maintenance and continued support



BUSINESS BENEFITS

- ✓ Robert Scotts now has a state of the art IT infrastructure
- ✓ Remote monitoring and online supports eliminates maintenance
- ✓ Easily expandable infrastructure to meet future business needs
- ✓ Rapid deployment of new applications now possible.

Creative Networks' national support service spans the whole UK with remote access to customer systems. This allows Robert Scott to have a totally owned and independent IT infrastructure backed by online support from the Creative Networks Helpdesk. Regular phone calls, e-mails and meetings provide some friendly reassurance.

Customer Testimonial

“We didn't have any major issues and there was no loss of data. The services and software that said would be up and running were all available. It was a smooth transition and worked well,” said Brian Beckett.

“its peace of mind that you've got a company who are doing that remote monitoring but are also giving you a ring,” said Brian Beckett.

Creative Networks is carefully monitoring system performance as the usage by staff steadily increases. Fortunately, the infrastructure is designed for easy upgrades in response to new business opportunities such as expansion beyond the county boundaries.

“Creative Networks are very responsive to the needs of the business. They are very quick to pick up on where the business can be improved.”