



NetSupport

Intellidata

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Company Background:

Intellidata Limited provides managed IT services for small to medium business units.

A typical client would have a requirement for an IT infrastructure for 20-200 users on any given site. The company works with Healthcare organisations, which are part of the NHS, as well as organisations in the private and public sector that place a value on IT.

IT Challenge:

There are 130 people based at the Avon, Gloucestershire & Wiltshire Strategic Health Authority all with a PC.

The role of Intellidata was to implement a completely new infrastructure within Jenner House for AGWSTHA, which was one of the new Strategic Health Authorities, created last year. Intellidata's job is to work with the IM&T Management and design a system, based around Microsoft Back Office products that meet the operational needs of the Strategic Health Authority.

A major consideration in tackling this project is Intellidata wanted to create a forward thinking infrastructure that could evolve maximizing the functionality of the system but at the same time allowing for the fact that the administration, user support, development and management had to be performed with what amounted to a full time manager and a part time support person.

Hardware

Not only is the organisation based on Microsoft Back Office for its IT functionality it also has a CISCO IP Telephone and Fax based solution to the desktop, which is truly leading edge. The IT system is based around 6 Xeon based servers, manufactured by Intel and a single HP P4 based system.

Currently we have File&Print, Exchange, Backup Domain, SharePoint Portal, Cluster, Remote Access Servers operating on the Intel hardware and Content Manager operating on the HP Server, which sits outside the Firewall.

Operating software.

All servers have Windows 2000 Server, the Backup Domain is handled by Arcserve 9, SharePoint Portal Server has MS SQL

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and SharePoint Portal, Cluster Server is via CA High Availability Server supporting File&Print and Exchange 2000.

As you can appreciate this is a relatively complex infrastructure for 130 people however what must be borne in mind are the number of different user groups that make up this NHS unit. Several managers have a workload that keeps them away from the office for days at a time and remote access is a must, the flexibility of the infrastructure with Roaming Profiles and IP Telephony allows for very flexible utilisation of the office facility.

NetSupport Solution:

What can be seen from the detail shown above is that there is a lot of functions that need to be supported by a small number of on site personnel and it was decided at the outset that the only way that efficiency could be achieved in this environment was to deploy a remote support product such as NetSupport.

The reason for choosing NetSupport was simply down to the fact that Intellidata Limited had used the product over a few years in remotely supporting some of their commercial clients who had become Managed Services clients, the whole of the administration of these clients systems being their responsibility.

NetSupport had worked so well in these environments we have promoted the value in not only supporting the users in house but also our ability to give second line support by remote access to both the users and the server infrastructure. The efficiency gained utilising this approach have been fantastic, quite often it is quicker to resolve the users problem via NetSupport than it is to detail the problem into a Help Desk system, which then entails a visit to the user later on, possibly days later.

Results:

To us NetSupport implies immediacy that users have not been used to receiving and oddly such performance has reduced our support personnel's workload. Why put off today what you can NetSupport away.

By Nick Ashburner, Managing Director for Intellidata.