

Case Study – Professional Services

Customer Details

Head Office: London bridge

Global Offices: New York

Total No. Employees: 70

Estate:
Managed on-premise Windows Server / Exchange Email / Software Firewall
Managed on-premise DFS server in New York
Combination of Windows and Apple Mac desktops/laptops

The Challenges

The customer had an ageing on-premise infrastructure platform in both of its offices which has come to the end of its functional life. The customer wanted to move away from the Managed solution provider as they were unhappy with performance issues and problems with Microsoft DFS service and support services.

For the customer, the key challenges have been remote working, maintaining file synchronisation across offices, and end-user confidence in the customers IT services.

Performance has been a challenge, especially because the provider's technology was ageing and could not be in place upgraded. During peak-times, the customer suffered from periods of severe transactional bottlenecking causing delays to all systems.

Service and support also proved to be a major issue. The on-premise server Managed Service provider did not provide service desk support to end-users and therefore, they offered no solution to general service issues. The New York office had no contracted IT support service and suffered from a lack of focus

The Solution

With Lanmark advise the customer was confident that a Cloud-first solution would be the right strategic decision. The issues it was facing could be resolved with a combination of Software-as-a-Service like Office 365 and a fresh Microsoft Azure Infrastructure-as-a-Service architecture. It believed the

- Office 365 – The SAAS offering would mean a reduction in required IAAS as we could retire their Microsoft Exchange Server and also the end-users would benefit from all being on the same Office application platform number.
- Improved communications – By utilising Office 365 Skype for Business and Teams, the customer has considerably reduced its video conferencing costs while improving collaborative working across London and New York.
- Flexible Scaling – The new Azure IAAS solution provided a scalable platform to allow additional resources to be attributed to the cluster.
- Security was paramount as the customer is required by many of its clients to ensure that their data is safe and GDPR compliant.
- Lanmark engaged a New York IT company to provide hands-on support when required with all service tickets being handled by Lanmark's service desk initially.

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Lanmark then designed a Managed Service support matrix for the customers business systems which incorporated monitoring, service desk, maintenance schedules and recommendations with a joint task force between Lanmark and the customer's Management team.

The Partnership

The Lanmark team was quickly able to understand how the customer operated their business and defined the important elements to provide a trouble-free IT system and service to end-users.

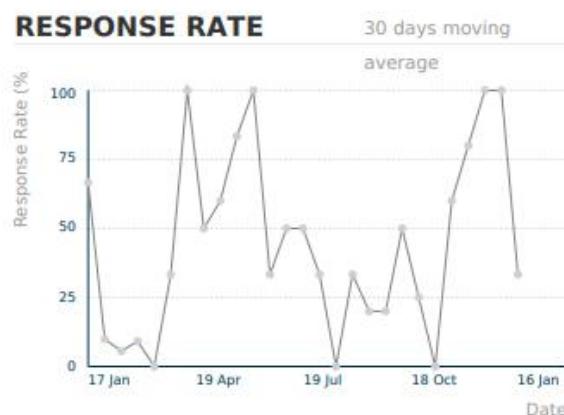
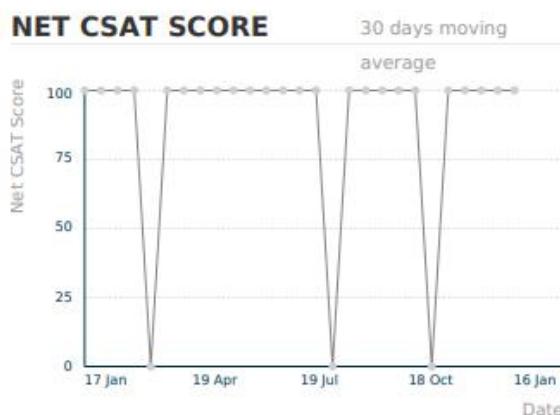
Lanmark designed the new architecture and completed a Proof of Concept using subsidised Microsoft Azure credits. The proof of concept also included security features that could be published to the customer's clients and adhered to international standards.

Lanmark has a strong network of similar Managed Service providers throughout the world, and we engaged with one of our New York team to provide a quick local response to the New York users.

The Outcome

Once implemented, the solution has allowed the client to move away from its existing on-premise servers and dramatically reduced performance issues, single points of failure and bad service with the added advantages of scalability, easy to maintain, reduced latency and happy end-users

KEY METRICS



REVIEWS WITH COMMENTS

- 21 Nov 2019** on ticket #1433231 - FW: New laptop for Bruce
Bruce [REDACTED]: Great advice on which laptop to choose, and delivery and installation couldn't have gone smoother
- 21 Nov 2019** on ticket #1438430 - Paprika issue
[REDACTED]: Colin got this sorted in no time