Client Case Study - Non Profit

Company Profile
Our client is a non-for-profit, community based organisation and is managed by an independent Board of Directors with a team of staff responsible for the daily operations.

Initial Situation
The client came on board with Saxons supporting their current infrastructure under a Managed Service Agreement. From this Saxons was able to gain a comprehensive understanding of the current infrastructure, the challenges and how any changes would relate exactly to the requirements. After looking at the original environment that was in place, it was evident that they required a new platform with the ability to develop expandable networks in line with the growth of their projects.

The Solution
Saxons provided our with the means to continue its business practice with a proactive technology outlook. The company had been encountering issues with its ageing and end of life infrastructure that ultimately lead to the client experiencing significant issues with its day to day business. With a consultative approach Saxons proposed an infrastructure upgrade and support solution which enabled IT's expense shift from capital investment to operational expense.   It was also concluded that a move to a managed I.T. service model was essential as the prospect of having an internal I.T. team would was not feasible.

Saxons implemented a server migration, from the on premise exchange server to a more robust cloud solution provided by the Microsoft 365 suite. The installation of new servers occurred which would be utilised for file storage and a firewall increasing the security of the client's data. Saxons also undertook all I.T. and helpdesk needs of the company allowing employees to focus more on core business needs.

Growth Story
Initially the client had core business in the Ultimo/Pyrmont region of Sydney City. With initial success in the region, the company promptly expanded its boundaries to the entire City of Sydney Local Government Area.

With this expansion, the infrastructure was under increased usage. Saxons was able to develop and implement in parallel to this growth allowing the growing company to continue its projected growth and expansion now and into the future.
With the projection of future growth, Saxons ensured that the solution was scalable to the needs of a developing company in its industry. The introduction of a cloud based platform in conjunction with robust security measures works to enable the current and future growth of the client.

Infrastructure Profile
- 3 Servers – Combination of Dell and HP
    - 2 x Microsoft Windows Server 2012 R2 Standard x64
    - 1 x Microsoft Windows Server 2008 R2 Standard x64
- 16 Workstations
    - 12 x Dell OptiPlex 790
    - TOSHIBA PORTEGE R30-A
    - TOSHIBA PORTEGE R830
    - Dell Vostro 1720
    - Dell System XPS L322X

Software Integrations
Office 365 Non-profit Business Essentials
- Online versions of Office including Word, Excel, and more
- File storage and sharing with 1 TB storage/user
- Business-class email, calendar, and contacts with a 50 GB inbox
- Unlimited online meetings, IM and HD video conferencing. Includes Skype for Business app
- Intranet site for your teams with customizable security settings
- Corporate social network to help employees collaborate across departments and locations
- Personalized search and discovery across Office 365 using the Office Graph

MYOB EXO Employer Services
- MYOB EXO Employer Services gives you control over all aspects of staff administration so you can:
- Manage HR records
- Capturing time
- Plan rosters and streamline payroll
- Manage and communicate with your people, wherever they're based.

Microsoft hp DELL Lenovo

LabTech AD
- The LabTech remote monitoring and management (RMM) platform will significantly improve your productivity and efficiency with the power of automation.
- LabTech's functionality can take care of any repetitive IT maintenance task or process, monitor mission critical network components, run auto-remediation programs and so much more.

Storage Craft Shadow Protect
- Storage Craft® Shadow Protect® Desktop protects everything on your desktops and laptops: operating systems, applications like Microsoft Office, configuration and personal settings, and data.
- You have the ability to quickly and easily restore to an available point-in-time after disaster strikes.
- Use the best Windows backup solution, one specifically built to back up your Windows desktops and laptops, including systems using Windows 8.
- Fully restore systems including operating system, software applications platform, installed drivers, and local files to the same system, to new or dissimilar hardware, or to and from virtual environments.
- Deploy a solution that works in the background with virtually no impact to normal day-to-day computing operations.

Symantec Endpoint Protection
- Layered protection to keep endpoints safe from mass malware, targeted attacks and advanced persistent threats
- Threat protection backed by threat intelligence network
- Single client and management console across both physical and virtual platforms
- Flexibility to adjust polices based on users and location

Implementations Flow

Using a phased implementation and focusing on operation critical infrastructure, the new servers were installed alongside 3 virtual servers that allowed for increased processing power whilst the solution was being put in place. Saxons then began the migration of users from the exchange server to Office 365, the cloud based solution that would be the building blocks for new and scalable development within the client's business.

In conjunction to this change of platform, Saxons also ensured the compatibility of

the client's software and put in place redundancy measures in case of unforeseen compatibility issues. There were no setbacks or issues with compatibility which allowed a full switch over to the new services. Saxons IT Technicians also facilitated general help desk calls and queries during this process, which overall allowed for a smooth transition from the old platform to the new.

What we're working on now

Saxons IT Solutions is continuing to manage the systems in place at our client. In line with the initial consultation, Saxons keeps the prospect of the client's growth at front of mind by preparing current infrastructure for any additional needs that may arise due to project load. Essentially Saxons is ensuring that the client is poised for upgrades to infrastructure or increase in staff numbers at any time by designing and maintaining a scalable infrastructure.

Combined with the above management, Saxons is also ensuring the smooth transition of platforms by providing training and information to the client's staff. This is essential in enabling users to 'hit the ground' running with a change in IT environment, and allows the client to continue day to day business with minimal disruption.

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Find out more about what Saxons IT Solutions can do for your business

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