



HEREFORDSHIRE HOUSING

Herefordshire Housing was created after a stock transfer of 5,600 homes and 3,000 garages. Following the stock transfer, Herefordshire Housing found new premises, and the physical separation from the local authority began. A new IT infrastructure was required to support the new venture while systems and equipment needed to be relocated from several sites to the new premises.

FOCUS

CNT liaised with third party suppliers to ensure that every part of the plan was being actioned within budget and, most importantly, that there would be no disruption to the operations of the organisation.

CNT was chosen to design and implement the new infrastructure and to manage and carry out the entire move of systems and equipment over just one weekend.

THE SOLUTION WE DELIVERED

CNT built a new infrastructure at the local authority offices initially. This was based on rack mounted Cisco network switches, Dell servers, a DLT backup device, Veritas Backup Executive and Windows 2003 Servers. The infrastructure design incorporated a Wide Area Network (WAN) which was installed to connect smaller remote sites and enable remote working.

With the infrastructure working in the local authority building, CNT developed a full project plan for moving it to the new premises. The plan included the physical movement of PC's, servers and peripherals from numerous locations into the new premises over one weekend. CNT liaised with third party suppliers to ensure that every part of the plan was being actioned within budget and, most importantly, that there would be no disruption to the operations of the organisation.

On the weekend of the move, the new infrastructure was de-commissioned at the local authority site and recommissioned at the new premises. PC's and peripherals were moved from several locations, reconfigured and placed on desks. IP Subnet, Microsoft Exchange and WAN/Internet connectivity was installed on each PC with the associated security protocols and everything was in place for staff to begin normal work on Monday morning.

CNT staff were on site on Monday morning to floor walk and immediately resolve any issues that arose while unlimited telephone and email support was available to Herefordshire's IT team.

THE BENEFITS OF THE SOLUTION

The benefits that Herefordshire Housing derived from working with CNT fell into two categories, firstly the benefits of working with the systems which CNT put in place and secondly, the project management skills and IT relocation services which CNT provided.

On the systems side, the benefits can be summarised as follows:

- Centralised management
- Improved communications between sites
- Remote workers can access central systems
- Standardised PC environment to simplify support
- Business continuity
- Increased responsiveness to tenants

On the project management side, the benefits of working with CNT were:

- End-to-end solution for IT relocation
- Technical and logistical expertise
- Third party management
- Complete relocation over one weekend
- No disruption to normal business
- Comprehensive support for the IT department and users

Mark Bissell, IT Manager of Herefordshire Housing says "CNT played a significant part in the planning and execution of this project and were a key factor in the success of the operation. I'm pleased to say that business resumed on Monday morning without a hitch and this was due in a large part to the professionalism and hard work of the CNT team. In a complex project involving a significant number of business and technical stakeholders and third parties, CNT were a pleasure to work with and I would have no hesitation in recommending them."



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Mark Bissell, IT Manager of Herefordshire.



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