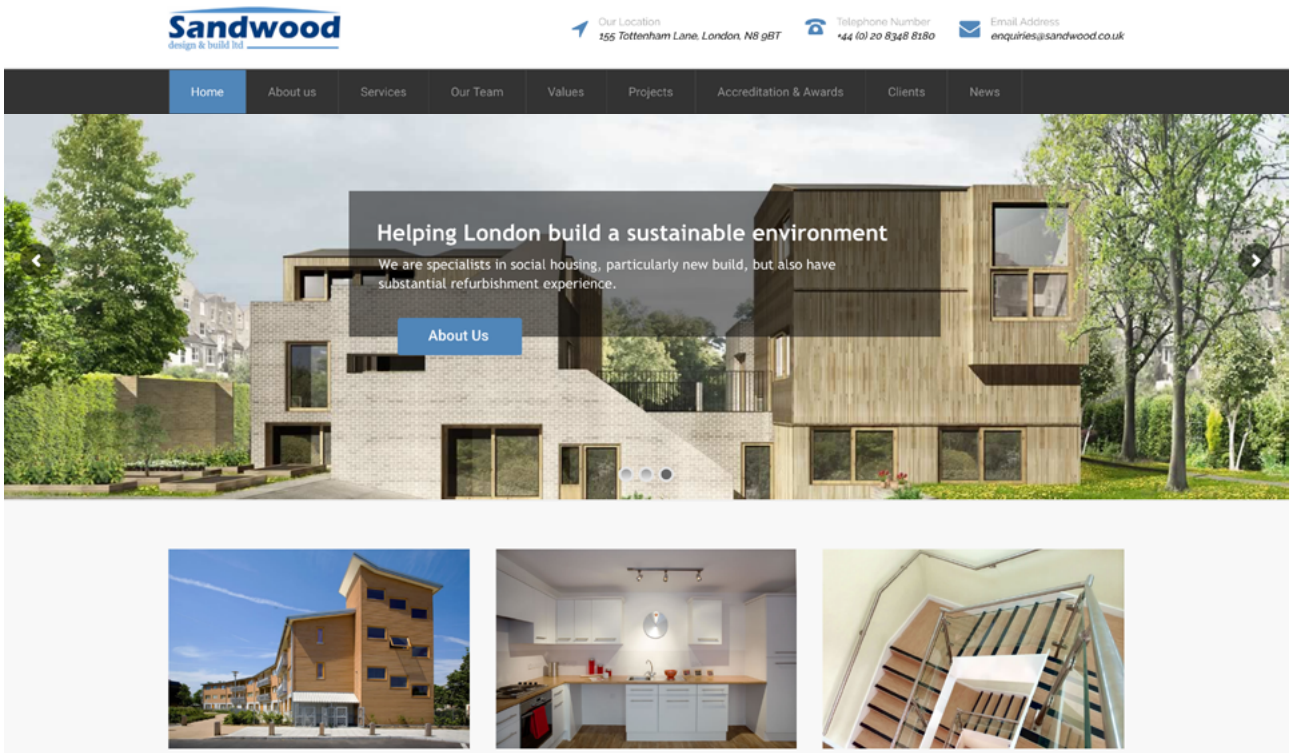
CASE STUDY

Sandwood Construction

networkfish



- lower management cost
- more flexible computing
- capex costs mitigated
- virtualised server
- hosted desktops

Client Summary

Sandwood are a development contractor who provide a full range of services to their clients. This includes finding sites, feasibility studies, value engineering, tendering and negotiating, constructing teams, construction and post contract support.

Network Fish have worked with Sandwood over a number of years while supporting them with their IT over generations of technology, including SBS 2003, SBS 2008 and now a fully virtualised Synergy desktop.

The nature of Sandwood's business means that efficient IT operations are essential for delivering competitive services to clients, so vital to the success of the company.

The company used an outdated archiving system, which left their project documents and other related correspondence at high risk.

Client details
Sandwood Design & Build Limited
155 Tottenham Ln, Crouch End, London N8 9BT
www.sandwood.co.uk
Contact person: Carlos Silva
Email address: carlos.silva@sandwood.co.uk
Number of staff: 30

Issue: Ageing infrastructure and remote workers

Until recently, Sandwood have been using a Windows SBS server 2008. This server was put in place by Network Fish and worked without any major issues long past its intended lifetime of five years.

As Microsoft technologies are rapidly evolving, the server was now three generations old and, although functional, it was not compatible with the latest versions of Microsoft Office and Windows. This was preventing the customer from upgrading their computers and they were frequently encountering compatibility issues.

Due to the nature of their business, Sandwood employ a number of site managers who are permanently based at construction sites outside the office. **Staff are required to work on various company documents. Accessing the server remotely via VPN was slow and inconvenient. The new solution had to cover this requirement.**

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Action taken

We discussed various options with Sandwood, and it was established that they wanted to utilise hosted services so that any capex costs for new servers are mitigated, but they also needed a way of accessing their accounting server-based packages along with various industry-specific applications critical to their business.

The only viable solution in this case was a **hosted virtual desktop with virtualised servers** and therefore we put together a proposal for our Synergy solution which ticked all boxes required by the customer.

Sandwood moved to a virtualised server to provide a hosted desktop solution from Network Fish. Benefits include lower management costs, more flexible computing, and also disaster recovery via our data centre.

We worked with the customer to schedule an email and file server migration to our hosted Exchange and file server.

This was accomplished with minimal downtime over one business day, during which our engineers were working with staff onsite to help them connect their mobile devices to the new service, and to provide training on how to connect to the virtualised desktops.

The **Synergy virtual desktop** also incorporated all custom client applications, Microsoft Office and file server.

80%

reduction in service desk requests

£0.00

capex cost

Results

Post implementation of the Synergy Virtual Desktop, Sandwood's IT infrastructure improvement was clearly visible in our service desk statistics, which showed a reduction of more than 80% in service desk requests.

The company is now running the latest Microsoft Office/Windows and third party application versions with full compatibility and support. This was accomplished with zero capex costs.

Their site managers now have an identical experience to the office staff with **instant file and email access regardless of geographical location and tiny bandwidth requirements**.

The company management has expressed how happy they are with the solution on multiple occasions and are glad we are continuing to work well together.

Network Fish provide network, desktop, server & cloud support on all levels
Contact Carl Spencer on +44 (0) 207 403 4031 www.networkfish.com

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