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CASE STUDY SUPPORT & MANAGED SERVICES

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GILLESPIES LLP

WHO

Gillespies is a global reach, multi-disciplinary design practice embracing master planning, urban design, landscape design and landscape planning.

WHY

As well as suffering from poor security and back up reliability, Gillespies' existing IT infrastructure required expensive on-site maintenance, meaning the IT support team had to travel to each office personally to resolve any issues. The business required improved performance and a centralised infrastructure that could be easily accessed by its staff at anytime from anywhere across the country.

HOW

Having completed the consultation process with Gillespies to establish exactly which technologies would be best suited for it, we began by replacing the existing physical servers with virtual servers from VMware. The core infrastructure is now administered centrally in the London office, allowing the IT support team to resolve any issues without travelling. The virtual servers also have the advantage of improved performance, high availability and reduced maintenance costs.

To improve protection of business continuity, we implemented a new, more robust backup regime which provides backup data from all the regional offices to both the company's London and Oxford offices.

Finally, Gillespies' finance staff in each location now access their virtual desktops remotely over Citrix XenDesktop, delivering them all a consistent set of applications and data, and allowing them to work and communicate more effectively.

“The main criteria I was looking for from a partner company was that it was forward thinking, could use its own initiative and had a *wide range of expertise in a wide variety of technologies*.”

Simon Bullock
IT Manager - Gillespies LLP

