



Cardium Solutions
IT CONSULTANCY & SOLUTION PROVIDERS

CASE STUDY

Heath Insurance Broking Ltd

**Windows NT, Exchange 5.5 & SMS 1.2
Design and Deployment**



Microsoft®
GOLD CERTIFIED
Partner

Project Overview

Client Profile

Heath Group PLC is a large insurance broker, with two main sites, Southend and London (City). They have a Token Ring network, with a mixture of Windows NT and Netware servers and are in the process of deploying a fast Ethernet network and migrating the Netware environment to Microsoft BackOffice with Microsoft Windows NT workstation at the client. Heath Group were experiencing a number of difficulties with the deployment of the BackOffice infrastructure and the Windows NT client when Cardium Solutions were asked to assist.

Project Background

Due to a lack of in-house skills and experience Heath had made some fundamental errors in their BackOffice/Client design and because of this Cardium Solutions recommended that rather than trying to patch up their existing design, the rollout be postponed. Reluctantly they agreed and a re-design process took place with a number of design goals in mind.

Project Objectives

- A Microsoft Windows NT infrastructure using TCP/IP
 - This included a WINS, DNS and DHCP design, that would scale to include new locations as and when necessary.
 - Domain controllers and file and print servers to support logon and file and print services at each local location.

- A messaging infrastructure using Microsoft Exchange 5.5 and Microsoft Outlook 98.
 - Initially the Exchange organisation was configured as one site, based in Southend. Both the Southend and London locations use the Exchange server in Southend for mail.
 - Exchange public folders are used extensively.
 - Outlook diary sharing is enabled allowing users to book meetings etc.
 - Outlook web access is also enabled, as Heath have offices in several locations all over the world. This allows the travelling user to access the exchange server in Southend via the Internet, and access their email.

- Systems management using SMS 1.2, with an option to upgrade to SMS 2.0 at a later date.
 - Two SMS Primary sites are configured, which allows administrators based at Southend to distribute software to Southend, and administrators based in London to distribute software to the London location. As the site at London is a child primary of Southend, administrators at Southend can still manage the London location if necessary.

- A standard client using Microsoft Windows NT Workstation
 - The use of policies and roaming profiles allows the users only to see applications that they are allowed to run.
 - A user can logon on to any machine at any location and have the same look and feel, access email etc. as they would if they were using their normal desktop.
 - The ability for any user to use a set of core applications on any machine

- A standard office suite using Microsoft Office 97
 - As in the standard Windows NT workstation design, certain configurations were made to the office suite that allows specific options selected by the user, such as dictionary preferences, email spell checking etc. to roam with the user from desktop to desktop.

Project Approach

SMS was seen as a key deliverable in the project as a means to assist in the rollout of the new standard desktop and to provide ongoing maintenance. Due to the history behind this project SMS had not been properly considered and therefore Cardium had only a few weeks to design, test and deploy the SMS infrastructure in time to support the NT rollout. Due to Cardium's vast experience of delivering SMS in large corporate companies a reliable SMS infrastructure was in place on time.

After the initial implementation, another site based at Reading was identified as requiring a computer infrastructure to support the organisation. This is a Greenfield location and involved the following:

- The creation of an extra Exchange site in the exchange organisation.
- A domain controller and file and print server to provide logon services and file and print services locally at Reading.
- Extra services to support the TCP/IP network – WINS, DHCP, and DNS.
- Standard workstation build using the design and configuration that is already utilised at Southend and London.
- Creation of an SMS 2.0 Primary site. As this is a Greenfield location, Cardium advised that this is an opportunity to pilot SMS 2.0 in the Heath environment before rolling it out to the existing SMS sites in London and Southend. The SMS 2.0 site could be piloted completely separately from the SMS 1.2 environment.

Summary

Post completion Cardium always undergo a project closedown meeting obtain feedback from the client, shown below is the clients comments;

Alan.

Phase I of the SMS deployment has been a resounding success from concept to implementation for which John's hard work has been greatly appreciated.

Both Paul and John portray excellent customer skills and I would highly recommend either of them in the future.

I would also like to discuss how I would go about creating a strategic relationship with Cardium that would benefit the both of our companies going forward.

Thanks and Regards

Martin Pack

Senior Manager

Strategic Planning & Customer Service

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