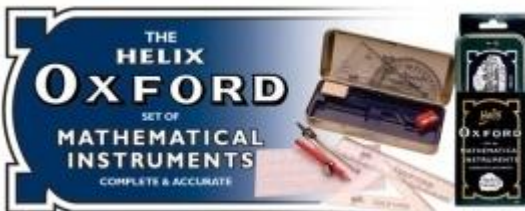




IT SOLUTIONS | SERVICES | SUPPORT

Case Study

Helix Group PLC



Software	Microsoft Windows Server 2008 R2 Microsoft Dynamics NAV 2009 Hyper-V Manager Windows 7 Pro Office 2007
Hardware	IBM x3650 Servers Lenovo A58 Desktops
Users	50

Migration to Outsourced IT Support

The Brief

One of the oldest and well know British brands, Helix have been the market leader in many scholastic and commercial markets since their inception in 1887.

S2 are very proud to have been chosen to partner with Helix in migrating their IT systems from an internally supported, bespoke system to a fully managed, outsourced model.

The main objective for the project was to remove the reliance on a high cost, internal IT department by replacing their aging AS400 ERP system with a modern equivalent that could be more easily supported within an outsourced environment.

Solution

Following a period of evaluation of many ERP systems S2 and Helix identified Microsoft Dynamics NAV as the ideal replacement solution.

Combining an install of NAV with a roll-out of Microsoft Windows 7 Pro desktops and laptops would allow the Helix systems to be supported and maintained more efficiently within the proposed outsourced model.

Planning & Installation

S2 partnered with local, industry leading Microsoft Dynamics NAV solution provider Technology Management Ltd. to plan the migration to the new ERP system.

The installation of the new servers and PS's was carefully planned so as to cause the minimum disruption

possible to Helix employees and took place over a period of 3 months. All hardware was in place 1 month prior to the planned NAV migration date.

The new NAV servers were implemented using Hyper-V virtualisation technology on IBM Xseries servers. The new Lenovo desktops and laptops were efficiently rolled out to users using Microsoft's Windows Deployment Services. All static data from the old ERP system was migrated to NAV 1 week before the go live date and the final part of the data migration took place over the last weekend.

Conclusion

S2 are now able to support the Helix systems efficiently through the use of our remote access and monitoring systems. 24/7 support provides Helix employees with help when they need it.

The new servers utilise failover clustering to deliver a high availability solution that continues to operate in the event of a single server failure.

Group FD, Mike Pell comments on S2's support service: "We are heavily reliant on our IT systems, S2 give us the same level of reassurance and service as a top quality in-house IT manager but without the associated costs. The high quality of S2's on-going support demonstrates a real understanding of everyday user problems and this made them the obvious choice to provide 24/7 support for our business. The fixed monthly cost is also a great assistance in budgeting."



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