



## Lower ICT costs with a move to latest technology in a cloud environment.

### FACTS

**Customer:** ECNI Ltd . A small manufacturing company across 3 sites.

**Challenge:** Review and update/replace current ICT based around a creaking Microsoft SBS2003 server with tape backups, outdated software, and aging connected devices on VPN network.

**Solution:** Upgrade networking and connected devices with a move to Cloud based offerings and increased security.

**Benefits:** Lower ICT cost base. Latest Microsoft products with included updates running on Mac, iPhone, iPad, and Windows 10 PC's delivering mobile working with secured offsite data and secure networking.

### Background

ECNI went through several resizing events during which the core ICT technology was not adjusted. At the core was that workhorse of many SME's Microsoft Small Business Server 2003 running on very old hardware in house. As SBS2003 is now well out of support, and the hardware running costs were high, the management were looking to move to a better future proofed cost effective solution.

### Discovery

SBS server used for:

- Authentication
- Exchange email using POP
- User file storage
- Sage accounts/payroll
- Serving up Anti Virus
- Network control
- Tape backup
- UPS
- Print hosting

Connected Devices

- Windows 7 PC's and Laptops
- Mac books
- Iphone / Ipad / Android mobile
- Printers and scanners
- Xerox photocopier
- Post Franking machine

Network

- Draytek VPN with switches
- Internet + Phone
- Mobile communications contracts
- ISP account for POP mail and domain services

### Challenge

The organisation operated with light touch external ICT support on a break/fix basis. We performed an audit over several months to establish what was used, its current state, by who, where it was used, along with the processes and the cost base. A proposal paper was supplied with several options so the management to pick the solution that would cut costs and suit future plans. The solution brief included re-use as many existing components.

### Solution

All core functionality was moved to the cloud for cost control, mobile access and external security of data. Microsoft Office 365 Small Business was used. The existing networking was updated and reconfigured. All SBS2003 functionality was moved off the server, one process at a time to minimise disruption. All active devices were updated, better secured, and auditing put in place. A number of devices had to be replaced due to age, condition, or security.

More details overleaf.

### Results

The users quickly accepted the move to this mode of operation and got to grips with the increase security and procedure change with little disruption. All liked the much better mobile access and features that Cloud Exchange introduced. There are significant cost savings now and in the future.

### Future

Options are being looked at for:

- Extending operations to unused features of the O365 packages where these add business value
- Using the logging to review usage and related costs
- Options to prepare and enhance compliance



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## Solution

Mixture of O365 licences:

- Office 365 Business Essentials – no client - online browser only
- Office 365 Business Premium – install clients on 5 phones, 5 tablets, and 5 PCs or Macs per user
- Selection of free accounts for such options as:
  - ◆ Admin
  - ◆ Shared incoming email
  - ◆ Room /Asset booking – Conference room/Shared projector

Key features used from these licences:

- Strong password and 2 factor authentication
- Full Exchange email with 50GB email box doing away with local archives
- Much better calendars and contacts with shared options
- Strong multi vendor protection from Spam and Virus with usage monitoring
- 1TB of cloud storage for each user giving user based file sharing with time expiry and encryption
- Multiple reporting and alerting
- Audit logs for all activity and blocking/reporting on mail
- Most features usable on MAC/IOS/Android

Other features of these licences :

- Skype for Business – secure communications with video conference
- Teams – chat, content, people, and tools live together
- Yammer – corporate social network
- Intranet SharePoint – resources for team web sites
- Work management – Plan/track projects
- Customer facing appointment booking
- Small business CRM
- MileIQ simple, smarter way to track your mileage
- PowerApps and workflow – options for basic write once use many (PC, Ipad, Iphone, Android) custom applications tailored to needs often starting with Excel data
- PowerBI – Powerful reporting tool

All connected devices

- Review software audit and licences
- Remove unused software
- Update software
- Encrypt storage where possible
- Force strong password protection
- Of site backups—physical/cloud
- SSD disc used to extend some PC life

Device Hardware

- Windows 7 – Upgrade windows 10 Prof
- Mac books – upgrade latest MAC OS
- Iphones – update IOS / add security
- Ipads – update IOS / add security
- Android Tablets – removed as not secure
- Network print / scanners – usage review as consumables expensive
- Blank and White printers – given proper clean otherwise no change
- Xerox photocopier – taken of network and usage codes enabled for review
- Post Franking machine – moved to private VLAN to internet for security

Network

- Network router code updated, reconfigured to be more secure and provide alert reports
- All physical network connections audited and unnecessary physical connections removed and ports locked
- All VPN connections audited and security level increased
- VPN dial in setup to protect mobile devices when on public WIFI
- WIFI connection usage audit and security increased
- Network routing put in place for security and guest access on premises
- All Internet and phone accounts given technical and cost audit—improved packages with shorter contract and lower cost
- Review mobile device contracts – switch to SIM only and increase ddata package for 25% lower cost
- Better control of ISP account for domain names and DNS
- New company WordPress Web site
- IMAP email kept in place for fall back
- Reconfigure ISP account to save 20% cost

Other

- Network control switched to Draytek routers on each site
- Cross platform annual Anti Virus with web protection taken out for devices – 50% cost saving much better protection
- Moved to online Sage Accounts/Payroll – saved 70%. and much easier to maintain, keep up to date with regulations and give access to accountants - no need to ship Sage backups around. Better compliance to DPA and leading to GDPR in May 2018.
- Archive email and user files from SBS
- Clear out unused ICT kit and recycle
- Old discs and tapes shredded
- Review company acceptable use policy
- Preparation of package for end user training on new Microsoft Applications
- Agreed regular reviews and update along the lines required for Cyber Essentials certification

## Product Information

### Office 365

Microsoft premiere cloud based productivity suite with multiple options for basic home user all the way up to enterprise on site integration with advanced data loss control, threat protection, and mobile security. The Small Business offering can be used for up to 300 user sites across global office in one tenant.

Other options looked at included Google Docs.

### [Small Business](#)

### Draytek

Well featured SOHO networking.

Other options looked at included Netgear , Linksys and WatchGuard.

### [Draytek Products](#)

### Sage

Sage is well know provide of applications in the accountancy, wages, and HR space.

Other options looked at included Xero.

### [Sage online](#)