

Microsoft® Windows Server System™ Customer & Partner Solution Brief

SNELL & WILCOX
Engineering with Vision

Fast Facts

Customer: Snell & Wilcox
Web site: <http://www.snellwilcox.com>
Number of Employees: 350
Country: United Kingdom
Industry: Media
Business Issue: Business Efficiency

Customer Profile

Snell & Wilcox, founded in the United Kingdom in 1973, is a leader in delivering video processing solutions. It has offices in the USA, China, France, Germany, Spain, Hong Kong, India, Lebanon, and Russia.

Software and Services

- Products
 - Microsoft Exchange Server 2003
 - Microsoft Systems Management Server 2.0
 - Microsoft Windows 2000 Advanced Server
 - Microsoft Windows Server 2003 Enterprise Edition
 - Microsoft Windows Server 2003 Standard Edition
- Technologies
 - Microsoft Internet Information Services

Partners

- Taylor Made Computer Solutions Ltd

Partner Type/Competency

- ISV/Networking Infrastructure and Learning Solutions

Taylor Made
COMPUTER SOLUTIONS

Video Processing Manufacturer Gains 3000 User Hours Per Year After Replacing Lotus cc:Mail and Novell Netware

By replacing Lotus cc:Mail with Microsoft Exchange Server 2003, we have gained a totally reliable and robust e-mail messaging and collaboration system

Reece Percival, IT Team Leader, Snell and Wilcox

Business Needs

Snell & Wilcox (S&W) wanted to modernise its information and communications technology (ICT) infrastructure. The existing Lotus cc:Mail and Novell Netware server system had not been upgraded since the 1990's and as a result needed constant maintenance and regularly failed. The company needed:

- A reliable, scalable, and more secure environment for e-mail without the downtime of its legacy technology.
- A system enabling improved collaboration among staff, and remote working with access from any browser anywhere.

Solution

Having considered Lotus Notes and Linux, S&W opted for a solution based on Microsoft® Windows Server™ 2003, part of Microsoft Windows Server™ System integrated server software, and Microsoft Exchange Server 2003 collaboration and messaging server. Taylor Made Computer Solutions Ltd, a Microsoft Gold Certified Partner, designed and implemented the solution, which involved:

- Migrating from Lotus cc:Mail and Novell NetWare to improve reliability and eliminate downtime.
- Implementing Microsoft Systems Management Server (SMS) 2.0 and Microsoft Internet Information Services (IIS) 6.0 to make it easier to update software remotely and improve interoperability with other applications.
- A Training Needs Analysis—end-user training on Microsoft Outlook took place at the Taylor Made Training Centre.

Benefits

- Microsoft Windows clustering technology has reduced server downtime between 9am and 6pm from 3000 user hours per year to ZERO.
- Up to three hours a day of IT administration time has been saved by the interoperability of Microsoft products.
- Improved staff morale with easier remote working and fewer desktop problems.
- Improved collaboration and productivity enabled by calendar sharing and joint task lists. Employees can now, at-a-glance, see the progress of a project or a colleague's meeting schedules.

Microsoft
Windows Server System