

# Westminster Dredging Company Ltd

## Client Overview

As part of the Royal Boskalis Westminster Group, the world's largest dredging contractor, Fareham based Westminster Dredging Company Ltd has access to the most comprehensive resources and expertise in the dredging industry – from state of the art dredging vessels to sophisticated R & D facilities.

## Original challenges faced

In November 1997 Westminster Dredging discussed with Taylor Made phasing out their Unix based computer system with new infrastructure to support applications such as Microsoft Office, internet based email, ERP and accounting systems. This needed to be fully fault tolerant and have additional scope for integration with the global Boskalis email and ERP systems.

At the desktop, in excess of 30 dumb terminals were to be replaced with the latest Compaq Pentium based PCs. In itself, this presented an additional challenge as most administration staff, whilst very familiar with text based applications under the old Unix system, had no experience with graphical interfaces or mice.

The task set was to roll out Microsoft NT and Exchange Server on a Compaq ProLiant Standby Server platform, whilst retaining the old Unix server until the migration to a new accounting system was completed.

## Results

Working closely with Head Office in the Netherlands Taylor Made designed and installed a complete network infrastructure including cabling, servers, PCs and remote access services. A comprehensive training programme tailor made for individual personnel was also implemented. This ranged from introducing staff to PCs, to training local administrators on routine maintenance tasks designed to simplify support processes and reduce operating costs.

The installation began in August 1998 and was completed by Christmas of that year; Westminster Dredging project leader David Boustead reviewed the migration and commented that "Throughout the entire project Westminster Dredging were more than satisfied with the quality of service we received. Engineers always responded to our needs promptly and professionally and attention to detail was, and has continued to be, excellent.

## Further challenges

By originally specifying equipment that was both scaleable and manufactured by industry leading suppliers the replacement cycle was extended from three years to four and a half and which dramatically reducing the total cost of ownership of the system.

In July 2003 the entire system eventually required updating; data solutions were required that would provide the company with improved functionality and which would require new server applications and desktop productivity tools.



*I have been delighted with the professionalism and experience of the Taylor Made staff. They have been highly responsive to our needs and I consider we are being very well served.*

Tim Greenall, Westminster Dredging Company Ltd



It was imperative that the new system incorporated fast LAN and WAN connections to ensure optimum performance throughout. Unscheduled downtime of the core business applications could not be tolerated; the new design therefore incorporated high availability components including Windows 2000 clustering technologies. The HP ProLiant platform included an additional server deployed for managing and automating many ancillary services such as software distribution, anti-virus management and various upgrade services.

Cisco Virtual Private Networks were installed to provide economical and secure high speed network connections. The structure eliminated all un-metered call charges even for areas unable to receive broadband internet and served the Dutch Head Office, home and mobile workers and various remote offices.

Tim Greenall, Westminster Dredging's Financial Director comments, "The investment we have made in our IT infrastructure has provided a highly resilient and responsive platform which has been critical in supporting our business needs."

## Future

To reduce the impact of unanticipated events across the WAN, Westminster Dredging are looking to Taylor Made to provide real-time remote management of their IT infrastructure through the provision of managed services.

