



Case Study.

CAE installs vital technology in time for new college term.

Providing a study environment for 13,600 students, Lewisham College is a large and very successful vocational education college based in South London.

With increasing demands on their IT infrastructure it became evident that Lewisham College needed to find a solution to help consolidate and migrate their servers in order to meet the vital demands of users.

Working closely with the College, CAE were able to complete essential upgrades to the IT infrastructure, helping to deliver and implement a seamless migration to a Microsoft Windows 7 operating system.

Key Facts

- Lewisham College holds an annual budget of £38 million providing for 13,600 students.
- In April 2006 the college received an overall grade of 'Outstanding' by OFSTED, the highest rating for any London college.
- Awarded with The Training Quality Standard in recognition of being one of the most employer responsive colleges in the county.
- Recognised for innovation and excellence, the College was first awarded Beacon Status in 1999 and has received 4 more to date.



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Lewisham College

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The Challenge

With user requirements increasing, Lewisham College's current servers were proving to be unreliable. In order to solve these issues the College was aware that it was necessary to update servers and migrate from the existing operating system to Microsoft Windows 7. CAE was at hand to provide the College with all the technical capabilities required to cope with demands on the systems.

The greatest challenge was to complete the migration process within the College's 6 week summer break. It was critical to complete the upgrades to the current system and move all old servers to the new environment within that time frame. The migration process needed to be tested and be fully functional before the enrolment process began in the new term.

The Solution

The CAE Project Management team provided a flexible project plan, taking into account important considerations communicated by the Lewisham College IT team.

In order to ensure a successful migration process CAE's solution was based on migrating essential data and systems during the quiet summer holiday period, whilst maintaining existing systems for staff that needed to work during this time.

To facilitate this approach, CAE installation was executed out of hours, whilst working hours were taken up with user support, problem solving and preparation for the evening migration.

The aim was to provide a completely new domain supported by the migration expertise required to move the data and servers from the legacy domain (RM CC3 forest) to the new domain (Vanilla Windows 2008 R2 Forest).

CAE and College staff worked collaboratively to ensure the project was executed in line with the solution strategy. Weekly project meetings took place between CAE and IT staff to address and resolve any issues promptly.

Scope and design: CAE performed a full assessment to ensure that all aspects of the project had been appropriately scoped. Once completed, work documents were produced to ensure that the project scope was captured and documented.

The design phase followed and included a project design meeting with the College IT department to ensure that the design and configuration was in line with the College's expectation.

Key Objectives

- Migrate all staff and students data and email from an RM network to a Vanilla Network
- Implement a cost effective solution for software deployment and workstation management
- Implement a shared desktop
- Enable a standard workstation that can be used by both staff and students
- Work within a strict budget

Services Delivered

- Design and scope
- Readiness assessment audit
- Physical supply and installation
- Onsite and remote technical and project management
- Fully documented installation
- Training
- Full hardware and software maintenance
- Quality Control

Demonstration and Trial: In order to ensure that the migration process was successful, and before changes were implemented, CAE tested the migration process in their Head Office lab before replicating it in a live environment with test users. The test users were able to use the new environment for everyday tasks to ensure that the functionality of the migrated technology was as expected.

Readiness: Evaluating feedback from Lewisham College test users allowed the CAE team to assess the readiness of the migration process. Only after CAE was completely satisfied with the implemented changes, migration process and that the operating system was fit for purpose, was the final stage signed off by College Senior Management.

Implementation: There were a number of stages and components needed to ensure the deployment of the migration process was a success.

The migration process involved migrating exchange mailbox and public folder data, migration of active directory users and groups, enterprise vault file and email archives, file system data and permissions and the final migration process of Websense servers.

CAE also created a replacement for the RM PC build and the mechanism used to deploy it. This was accomplished by installing a system centre configuration manager infrastructure and developing a brand new Windows 7 build with associated group policies.

CAE needed to take into account several prerequisites to be implemented prior to the migration of the users to the new domain. Once all stages of implementation had been completed they were accessed by College staff and, with their approval, the migration of users began. CAE worked together with the College to ensure that users were migrated out of hours as part of the College's communication plan and work schedules.

It Works.

With a successful migration and the deployment of the latest Microsoft software, Lewisham College is already enjoying the benefits.

Implementing power management to shut down workstations across both locations has helped save power and costs.

The deployment has had a significant impact on staff costs. With a joint-project the in-house team now have a greater understanding of the solution, allowing them to address any problems as they arise. With the technology simplified the desktop team no longer need additional manpower, resulting in a high level of service delivery at reduced cost.

"CAE successfully delivered a cost effective solution which will serve the College for several years" ICT Manager, Lewisham College."

Technology Deployed

- Microsoft SCCM
- Microsoft Exchange 2007
- Symantec Enterprise Vault
- Active Directory
- Microsoft Windows 7

Benefits

- Reduction in traffic between sites
- Fast software deployment
- Accurate audit reports
- Faster workstation bootups
- Effective use of room bookings as workstations no longer have student only workstations
- Reduced workforce

CAE Technology Services

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Our knowledge. Your business

It works.