



Case Study – Aztec Windows (Coventry) Ltd

Aztec Windows are a company specialising in the manufacture and supply of high quality uPVC windows, doors & conservatories to both the retail and trade sector. They also provide installation services to the retail sector.

Originally Aztec were a small window installation company with a single office pc, we simply provided them with domain registration, web hosting and e-mail supply and occasional support. However in spring/summer of 2006, Aztec went through a period of rapid expansion including a move to new premises, the introduction of a manufacturing capability and a trebling of office staff. At the outset of this expansion we were asked by Aztec to tender, along with 3 other competing IT suppliers, for the supply and installation of a complete IT infrastructure, bringing nothing over from the old system.

We performed an audit, although this was different than typical audits as we were not actually auditing an existing infrastructure, instead we needed to audit their proposed business processes to ensure the specified solution catered for all their needs.

Recommendations

Our first recommendation was to CAT5e cable the new premises, identifying desk and phone positions and installing the respective number of ports leaving a few spare.

From the outset Aztec were keen to adopt a Windows server solution having already understood the benefits. They wanted to be able to access business data such as e-mails remotely by both laptop and smartphone (e.g. Nokia running Symbian S60 and HTC running Windows Mobile 5 / 6).

The systems requirements were perfectly suited to Windows Small Business Server 2003 running on a Dell Server with 2GB RAM. Exchange server (part of the SBS bundle) provides external access to e-mails via both Outlook Web Access and direct push to ActiveSync compatible handsets. Windows 2003 Server contains a VPN server permitting secured remote connections between the office and a remote laptop. All client machines were to be based upon Dell OptiPlex machines Windows XP professional and all hardware to be covered by a Dell 3 year next business day call out warranty.

Finally, the provision of a Wireless network for the proposed use of handheld pcs in the factory.

Management & Maintenance

As with all our SME's running Windows Server / Small Business Server we installed remote management to allow us to perform the day to day management tasks and respond rapidly to any server configuration requests or support issues.

We also perform quarterly maintenance functions on the infrastructure both remotely and via a quarterly site visit. This keeps the server in a health state and allows us to identify any issues before they become problems.

"We are extremely happy with the solution designed by 4IT. We were recently inspected by an industry body and has praise heaped upon us for the professionalism and efficiency of our IT system." – Michael Hagan, Director, Aztec Windows (Coventry) Ltd

“This was a very satisfying project as we had a clean slate to start with. Aztec has made excellent use of their new infrastructure including setting up a Sharepoint web driven database which they refer to as ‘The Help Desk’. This provides them such functionality as order tracking, contact lists, fitting schedules, customer enquiry tracking and service calls to name a few.” — Mark Moran Director, 4IT Systems Ltd