nci
TECHNOLOGIES

NRSmedia™
new revenue solutions

❝ NRS staff travel constantly all around the globe therefore we needed to find a company that could not only support our office based staff but also our staff working from hotels, trains and other remote sites wherever they may be around the world. After trialling NCI Technologies at our London office we found that although they were based in Cornwall, they could resolve our issues far faster than our previous local contractor. ❞

**Mercedes Martin,
Executive Assistant,
NRS Media**

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Our Success Story

Creating a cloud based global network, hosted in the UK, for multi-site collaboration across eight countries

▶ Profile

NRS Media, based in the UK is the global leader in helping media companies achieve sales growth with strategies to generate new business. They've worked with over 350 media partners globally for the last 22 years and with offices in eight countries, the majority of staff travel extensively.

▶ Summary

NRS were looking for an IT company with vision! A company that could transform their large disconnected network and geographical limitations. The media company needed a full service provider that not only had the breadth of expertise on-board, a global network of partners and proven track record but also the ability to think outside of the usual IT box!

The Problem

NRS has 90 staff across the two sites in the UK alone and most travel around Europe. Furthermore, the UK offices have to connect to sites in seven additional countries.
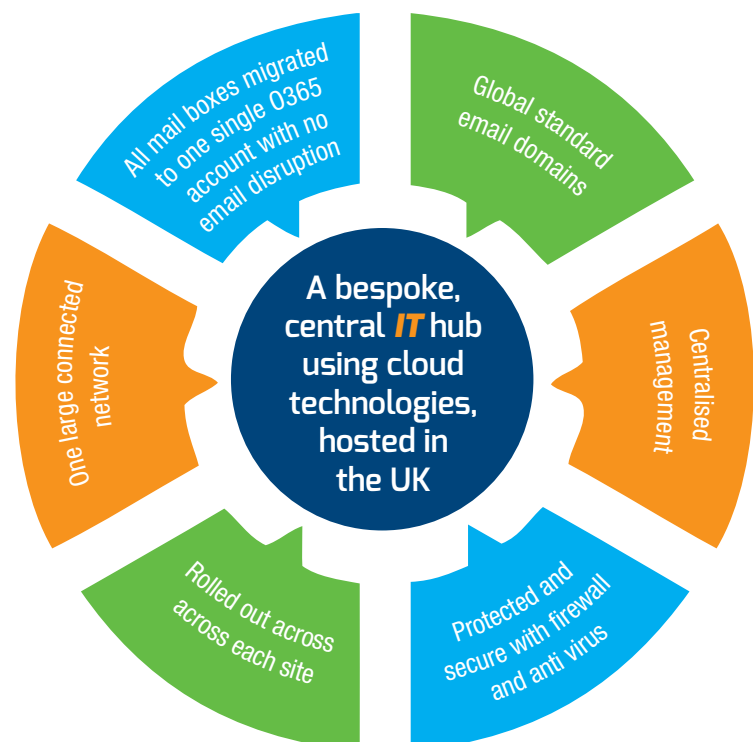
Every site around the UK and further afield is operating separately, creating a large, disjointed IT network. Staff need to work flexibly, travelling between sites and visiting clients regularly. However, with limited connectivity and data access, remote working was proving to be difficult.

Staff productivity was hampered and IT stress levels were high. Each site could only access it's own data with it's own network and servers, each having a Microsoft Office 365 tenant with a separate email domain. To add multiple domains was an administrative nightmare.

The Solution

An exciting project ensued! The NCI team planned to draw together NRS's global IT network via cloud technologies and host it in the UK. NCI decided to take on this challenge after being initially approached by the ex- Managing Director of Microsoft Canada - the gauntlet was set!

Beating competition hands down on price, balanced with technical expertise, vision and problem solving capabilities, NCI were successful with their proposal. The objective was to connect the London Head Office with Sunderland, UK, and implement an initial roll-out to Canada, America, South Africa, Australia and Spain with all benefiting from file sharing, an active directory, backup and email.

Office 365

A bespoke, central IT hub using cloud technologies, hosted in the UK

- All mail boxes migrated to one single O365 account with no email disruption
- Global standard email domains
- Centralised management
- Protected and secure with firewall and anti virus
- Rolled out across each site
- One large connected network

Four servers hosted in the cloud

The Technical team prepared a comprehensive proposal which included at it's core the integration of four servers, hosted in the cloud that will boost security, help to streamline the network and enable efficient data management and communication.

A data/Active Directory Server:
Any changes are replicated to the cloud and then to the server in each country

Remote Desktop Server:
Allows users out on the road the facility to access applications.

A Virtual Private Network (VPN) Server:
Allows users on the road to connect and work on the data hosted on the data server. VPN connections were encrypted with certificates for optimum secure access.

A Sharepoint Server:
Hosting the companies intranet, as an additional collaboration tool for remote workers.

New networks boast advanced security

The network, at each site around the UK and abroad was reset to provide the following: a secure wireless, server integration, a firewall to protect the network and a back up firewall in case of hardware failure. Users with access to VPN were set up to access data locally and data was replicated to the cloud server using distributed file system replication (DSFR) which replicates data to multiple servers to increase availability and gives users in remote sites faster more reliable access to files.

The first layer of security by way of 'antivirus software' was provided to each machine and server plus, networks were configured so data was listed under a single drive so it could be viewed in a central location when the user accesses their site server. In addition, users could access another country's server via the cloud to prevent high traffic due to replication.

Responsive IT support with 24/7 monitoring

The NCI support team were on hand to deal with any technical issues as they arose during project roll-out and for ongoing support. To enable responsive and proactive support the following was initiated:

A KVM switch was added to each laptop so the team could reach the laptop quickly when an issue arose.

Windows Deployment Services were implemented on each server to allow quick deployment of new laptops.

A 24/7 monitoring agent was deployed to identify problems and report back to the central management console enabling quick response and fix plus, to deploy software updates and facilitate support tasks.

The Technologies

4 servers hosted in the cloud:
Data / Active directory server
Remote desktop server
Virtual Private Network
Sharepoint Server

Secure wireless

Firewall and backup Firewall

Anti-virus software to each machine and server

KVM Switch

Windows Deployment Services

24/7 Monitoring Agent

Avaya IP Office Phone System

Integrating communication via IP Telephony

NRS opened brand new offices in Barcelona, Spain and as a result could save on infrastructure costs by installing an IP (Internet Protocol) Phone System by Avaya. The system was configured at NCI offices in Cornwall and shipped to Barcelona for a very simple and seamless installation. Avaya IP Office integrated 16 users and was wholly internet based without traditional, analogue connection being required. The benefits for NRS were not only based on the low total cost of ownership but staff were empowered to access data, voice and video at anytime, anywhere and using any IP connected device for remote, flexible working. In turn, this would lead to increased customer service via faster call handling, efficient data sharing and easy scalability as the business expands.

Outcome for NRS - hot off the press!

A bespoke, cloud based solution, centrally controlled, that facilitated immediate transformational benefits for NRS Media as outlined below.

Primarily, there was a noticeable and immediate improvement to communications and collaboration between staff on and off-site thus, subsequently, a rise in productivity and efficiency of remote workers. All sites connected seamlessly and the control system was simple to use and manage at UK head quarters.

The number of reported IT issues reduced significantly along with system downtime and the impact of any failure. Any IT issues were resolved promptly and efficiently using NCI's online Customer Portal for ticket logging and tracking.

nci TECHNOLOGIES

Cloud Services

IT Support Contract

Security

On-site Installation

BDR

Broadband

Telephone Systems

IT Procurement

NCI was founded in February 2004, by Directors Andy Trish, Chris Penrose and John Andrew, with a vision to provide great IT support to the local community. Over the last decade, the company has grown considerably and is now a 30 strong team of passionate and dedicated professionals delivering IT solutions to businesses and schools across the UK.

NCI continually strive to improve their services and increase customer satisfaction. Years of experience working closely with small and medium sized businesses and schools have led NCI to develop products and services that empower their customers to progress and lead the way.

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