



Virtual Desktops



VOIP



Hosting



Consultancy

“The services that we provide have to be available around the clock and we cannot afford any disruptions from our IT systems. Partnering with entrust/IT has relieved us of the headaches of managing and maintaining our IT infrastructure and allows us to focus on our core services.”

Andrew Thompson MBE
Operations Manager
Estuary Services Limited

CASE STUDY

Cloud Solution With Full Disaster Recovery

Estuary Services Limited

Estuary Services Limited is a company jointly owned by the Port of London Authority and Port of Sheerness Limited to provide a boarding and landing service for pilots joining and leaving ships trading to London and Medway. Fast launches based at Ramsgate and Sheerness serve ships at the N.E. Spit Buoy, Margate Roads Anchorage, the Warps/Oaze Deep and the Anchorages at Southend and the Great Nore. These launches are available, subject to pilotage requirements, to transfer ships crews, personnel and small stores to and from vessels in the above areas.

The challenge

With a total of 38 staff (including 3 managers) Estuary Services needed an IT infrastructure that would deliver two critical capabilities: remote access - so that staff could access applications and email from any location, and highly resilient disaster recovery and redundancy - to ensure that the organisation could continue to provide its crucial service around the clock.

“To maintain our services, we need our IT infrastructure to be available 24x7,” explained Estuary Services’ Operations Manager, Andrew Thompson MBE. “Our existing in-house system was supported by a local company but we didn’t have any satisfactory disaster recovery programme in place and were always aware that a major problem, such as the loss of our building, would have a catastrophic effect on our ability to maintain our services.”

With little or no in-house IT expertise, Estuary Services Limited was completely reliant upon

the capabilities of the incumbent service provider to maintain the infrastructure. Power outages were perceived as being the biggest threat and on several occasions Andrew has spent valuable hours rebooting servers and recovering from back-ups. “You’re only as good as your last back-up,” observed Andrew. This, combined with the fact that remote access was becoming more and more important, lead Estuary Services to evaluate alternatives to the traditional in-house IT platform.

The solution

Having been advised to outsource the entire IT infrastructure and adopt a ‘Cloud-based’ approach, Andrew investigated the benefits that such a solution would deliver. “One the face of it, having our infrastructure hosted by a specialist third party seemed the way to go,” continued Andrew. “As well as ensuring that our systems would always be available, we would have a high degree of security and protection against external attack, be able to access applications and data from any remote location, and enjoy automatic updates to the latest applications. The concept of having all of this, without the pain of maintaining and supporting our own systems, and all for a fixed monthly cost, was extremely attractive.”

Andrew approached several service providers to discuss his objectives, including **entrust/IT** - a Microsoft Gold Certified Partner and Microsoft Small Business Specialists with a solid track record in the design, implementation, management and support of cloud-based managed IT services. “I was impressed with **entrust/IT** from the outset,” said Andrew. “They understood our objectives and put together an extremely cost-effective proposal that would



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meet our immediate and long-term requirements.” With satisfactory references being taken, Estuary Services Limited partnered with **entrustIT** for the delivery of a complete service.

“Estuary Services Limited needed to bring all of its locations together on the same office network, at the same time securing their data and systems against the type of failure they had suffered with their old server,” explained John Hardstaff, **entrustIT**'s Sales and Marketing Director. “They rightly saw Cloud computing as a means of achieving both of these objectives. At **entrustIT**, we operate our own infrastructure from multiple tier 3 data-centres with back-up and monitoring on a 24x7 basis with fall-over redundancy across all components. We were able to provide Andrew and his colleagues with the disaster recovery, contingency and availability guarantees that they needed. The service also provided the familiar Windows environment, accessed across the internet using military grade encryption so that all staff could access the systems safely and securely from any internet connection worldwide.”

Now live, Estuary Services Limited's hosted service guarantees the on-going availability of the entire infrastructure and has relieved Andrew from the headaches of maintaining and managing hardware and software.

“**entrustIT**'s service, support and advice has been exemplary,” concluded Andrew. “The rollout was painless and even issues with some of our printers were quickly and professionally resolved by **entrustIT**'s technicians. I have no hesitation in recommending **entrustIT** to other organisations looking to partner with specialists in the design, implementation, management and support of Cloud-based managed IT services so that they can focus on delivering services, safe in the knowledge that their entire IT infrastructure is in safe hands.”

Benefits:

- **Reliability** - fail-over server technology and 24x7 monitoring prevents issues from escalating and impacting the business
- **Contingency** – full back up and multiple tier 3 data-centres ensure complete, seamless recovery, even in the event of a catastrophic failure
- **Minimal Hardware Investment** – no up-front capital expenditure for equipment and software. The latest stable technology housed in **entrustIT**'s primary data centre
- **Remote Access** - staff can access applications and data from any location
- **Fixed Costs** – simplified budgeting with fixed monthly costs, without the need for additional IT support contracts
- **Security** – secure data management, disaster recovery and malicious threat protection