



Virtual Desktops



VOIP



Hosting



Consultancy

“I’m chuffed to bits with the service that we receive from entrustIT. The solution is extremely flexible and has saved us time and money. Staff can now focus on customer service safe in the knowledge that our IT infrastructure is in safe hands.”

Richard Dickson
Director
Worktown Workplace

CASE STUDY

Going Green and Chuffed to Bits!

Worktown Workplace

Based in Romsey, Hampshire, Worktown Workplace is a family run business that offers competitively priced, good quality office supply products and guaranteed delivery of any of in-stock products within 24 hours. The business has a database of over 180,000 items, ranging from stationery and storage through to photocopiers and promotional items.

The challenge

Worktown’s existing IT infrastructure was centred on in-house mail and terminal servers. Office based staff were provided with thin-client terminals and accessed the server using Microsoft Remote Desktop.

The existing servers, which were maintained by a third party, were reaching end-of-life. “We looked at our various options and concluded that a full hosted ‘Software as a Service’ solution was the logical path for us,” explained Richard Dickson, a Director of Worktown. “Such as service would give us considerable cost savings, relieve us from the burden of maintaining and supporting our own systems, and provide much needed disaster recovery capabilities.”

Worktown also recognised the importance of protecting the environment. The company’s mission statement for the environment is to “prevent pollution and minimise the impact of our activities upon the environment in the delivery of our services and where applicable, in the activity of others in deploying those services”.

“As part of our environmental policy, we were committed to attaining ISO14001,” continued Richard. “Part of this process included an

appropriate environmental management system; a fully hosted service would go a long way in helping us achieve this objective.”

Worktown approached a number of organisations with a proven track-record in the delivery of ‘Software as a Service’ solutions. One of those was **entrustIT** - a Microsoft Gold Certified Partner and Microsoft Small Business Specialist with particular expertise in hosting solutions and infrastructure.

“Worktown needed a flexible, cost-efficient and green solution that would deliver all of the required applications, safeguard data, ensure full protection against external attack, deliver full disaster recovery and provide support for ISO14001 accreditation,” explained John Hardstaff, **entrustIT**’s Sales and Marketing Director. “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. Our service would provide Worktown with 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.”

The solution

The **entrustIT** solution was based upon **entrustIT**’s remote IT infrastructure and exploited ‘Software as a Service’ concepts to deliver ubiquitous access to fully-managed, maintained, secured and regulated IT desktop environments (including custom applications, Microsoft Office products, messaging, anti-virus, backup and archival). The solution is hosted at **entrustIT**’s secure data centre and



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subject to comprehensive protection from virus and other malicious external threats, providing a comprehensive, flexible and future proofed IT infrastructure across Worktown's business.

“We were able to use our existing thin clients as terminals since no local processing was involved,” continued Richard Dickson. “Our users log in to the service using individual user name and password. Once connected, it's just as if they were working on their own local desktop on a dedicated in-house network.”

The **entrust/IT** solution gives each user to a range of Microsoft and other software provided by **entrust/IT's** range of standard products. “We can add and remove additional users at short notice and a little additional cost, making it easy for us to plan our budgets in advance,” said Richard. “The solution gives us peace of mind. One immediate benefit is that of 24x7 uptime. We have had several planned power cuts in the past year, but thanks to the **entrust/IT** solution we can arrange for our staff to work from home and maintain the high levels of service that we provide our customers.”

In addition to cost savings and ensuring peace-of-mind by placing the entire IT infrastructure in safe hands, the **entrust/IT** solution has also helped Worktown achieve accreditation to both ISO 14001 and ISO9001 standards, improving overall performance and contributing to the policy objectives set out in the Government's Sustainable Development Strategy 'Securing the Future'.

“This is an elegant, flexible and cost-effective solution that ticks all of the boxes,” concluded Richard. “I have been so impressed with **entrust/IT** that I have recommended the solution to other organisations looking to reduce costs, improve services and implement solutions that minimise the impact of activities upon the environment.”

Benefits:

- **Green computing** – the **entrust/IT** solution has helped Worktown make progress on sustainability, improve overall performance and contribute to the policy objectives of 'Securing the Future'
- **Flexibility** – user numbers can be adjusted and additional applications downloaded quickly, easily and without up-front costs
- **Reliability** - fail-over server technology and 24x7 monitoring allows Worktown to maintain services to customers, even in the event of complete power failures
- **Minimal Hardware Investment** – no up-front capital expenditure for equipment and software. The latest stable technology housed in **entrust/IT'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