

IT Developers put the spark back into UAL ICT...



The Business

United Automation is one of the UK's leading manufacturers of industrial power control products. They have achieved this position as a result of their technical strengths and a dedication to customer service. The company was formed in 1964. Since then, the business has expanded with relocating to a new purpose built facility in 1999 and an acquisition of H E Controls in 2004, which extended the distribution activity. The company's quality management system (QMS) has been certified to the quality standard ISO9001 since 1995 by NQA.

The business market is global and products are sold to a wide variety of industry sectors including; end users, distributors, contractors and own equipment manufacturers (OEM's).

- **Infrastructure Enhancements:**
- Windows Small Business Server
- Raid 5 configuration
- Backup domain controller
- WSUS patching and updates
- Sophos anti-virus

The Challenge

As a growing company, United Automation had reached the capacity of their server and network Infrastructure. The server was using Windows NT operating system and was struggling to serve emails and documents at an acceptable speed. The network was made up of several personal computers (PC's) of varying ages and operating systems.

IT Developers were asked to come up with a solution which would allow United Automation to continue to grow into the future.

IT Developers were also asked to provide an annual maintenance support service for United Automation which would also include a 'helpline' to address any daily problems and queries.

- **Business Benefits:**
- Business continuity
- Increased speed of systems
- Improved data redundancy
- Centralised system administration for patching/updates
- Resilience through increased system security
- Process improvement

The Solutions

IT Developers introduce a new server with Windows Small Business Server 2003 as the operating system, which is capable of handling email systems and file serving, including access to SAGE and a bespoke database. The new server was configured with RAID 5 which meant the data could be written and read simultaneously from all drives to improve the speed and redundancy of the system.

The old server was upgraded to Windows Server 2003 to act as a backup Domain Controller, which once again brought redundancy to the infrastructure. This server was also configured for Windows Server Update Services (WSUS), which provides a central point to administer Windows Patches and updates for all client PC's.

For defence against viruses, ITD implemented Sophos Anti-Virus which protects United Automation's server and workstations by constantly scanning them.

The logging of all the daily/weekly helpline problems and issues raised then supports United Automations' continuous improvement process for ICT to monitor hardware and software developments and ensure improvement opportunities.