

CASE STUDY:

Centurion Group



No Longer Just 'Getting By'

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"We have experience of many other providers of information technology support and cannot recommend LMS Computer Services highly enough. LMS offer a professional approach in every aspect of the service they provide." – **Amanda Bery, Office Manager**

The Client

Schlich LLP is a UK based specialist firm of European Patent and Trademark Attorneys, focussing on protection and enforcement of intellectual property in biotech, chemical, pharmaceutical and mechanical technologies.

The Challenge

The company had used several different IT service providers but none of them had addressed the company's IT requirements so Schlich were 'getting by' with a system that was badly designed, inadequate for their needs and backed with next to no customer service when things went (frequently) wrong.

Our Strategy

Our strategy was to fully understand Schlich's business and their plans, then carry out a full IT audit followed by a detailed proposal that would alleviate the current problems and set them on the road to trouble free IT.

Our Findings

Our audit uncovered a history of poor advice and 'sticking plaster' solutions. The poorly designed system included the following:

Network

- Peer-to-peer with no managed structure
- No server. All documents were shared off a PC in the office which could jeopardise the business if it failed
- The general network speed was slow due to poor network infrastructure
- There was no security policy in place
- Universal administrative rights

Emails

- POP3 technology
- No centralised backup or archiving
- No calendar sharing or email collaboration

Security

- Inadequate SPAM and Virus protection resulting in expensive downtime when the system became infected
- Outdated AntiVirus applications

Support

- No continuity of support from small IT service suppliers
- Poor advice, planning and design

Location

- The office building was not suitable for a modern IT system and was prone to blackouts where data loss was a constant threat

LMS Group's Recommendations

1st Phase

- In the short term we recommended the installation of a 2200VA UPS to protect the current IT assets.

2nd Phase

- LMS recommended a full IT upgrade for Schlich to transform the efficiency of the company and improve both internal and external communications including:
 - New fast, reliable SBS 2011 server to speed up all network operations
 - Replacement PC's with the latest version of Windows utilising 64bit technology for improved output
 - New security with structured group policies and admin/access rights
 - Full cloud-managed AntiVirus
 - Microsoft Exchange 2010 implementation
 - Continuous, quick, reliable support

Installation

It was imperative that both phases were implemented with minimal interruption to Schlich's business. These new technologies and hardware were installed quickly, efficiently and in budget as a turnkey project by working over a weekend to minimise any downtime.

Results

The new IT system that Schlich invested in has enabled them to grow at the optimum rate for them without holdups or setbacks. There has been a tangible improvement in speed and efficiency combined with more collaborative communications.