



SITSGROUP
Virtual Solutions to Physical Problems

SITS Group staff have decades of IT experience. We know the world of IT inside out, just as you know your business and what you expect from your IT infrastructure.



We can help you get the foundations in place that will underpin your business now and in the future - and make the most of your budget.

Typically, an organisation needs:

- A highly resilient infrastructure with no single point of failure. If you rely on your e-mail system, then you need to know that it's always going to be there for you.
- Scalability, so the infrastructure can grow alongside your business.
- Easily manageable servers and desktops.
- A sound business continuity platform – now a pre-requisite for any business, particularly those bidding for public sector contracts.
- Low energy, environmentally friendly IT. The Government is supporting a number of initiatives to tax businesses on the carbon output – it's a case of 'when' not 'if'.
- Systems access - anytime, anyplace, anywhere.
- Secure back up arrangements - common sense, but all too often overlooked.

So how do we help you address the challenges of your IT needs?

Traditional infrastructures involving a number of physical servers all individually carrying out different tasks in support of desktops are increasingly regarded as unsuitable for today's business needs.

An increasing number of organisations are turning to virtualisation to meet their needs, as they look to cut costs while making better use of resources.

In simple terms, virtualisation works by combining all the server power required, distilling this into a reduced number of servers and then dynamically adjusting usage according to need, so that the load is evenly balanced.

On average, clients can expect to reduce the number of servers they need by at least two-thirds. This is a much more intelligent use of resources and has the added benefit of making the IT infrastructure more agile and responsive.

We are the only specialised agnostic virtualisation consultancy practice between Leeds and Edinburgh, offering planning, procurement, testing, installation and on-going support.

If you are interested in improving your technology infrastructure to make your business more efficient, better protected and future proof, contact us at:

T: 0191 215 5015,

E: enquiries@sitsgroup.com

W: www.sitsgroup.com

Our Services

- Solution design
- Virtual server architecture
- Virtual desktop architecture
- Virtual application architecture
- Storage architecture
- Secure remote working solutions
- Disaster recovery for the IT infrastructure
- Solution implementation
- Ongoing proactive support
- Security reviews
- Existing installation inspection and ratification reports
- Solution upgrades
- Professional service days
- Ongoing support and maintenance



What we do...

Server and desktop virtualisation

Intelligently, cost effective and environmentally-friendly use of your IT resources

- Physical to virtual server capacity planning and migration services
- Design and implementation of virtual server infrastructure based on VMWare, Citrix and Microsoft virtualisation technologies
- Virtual Machine Lifecycle management
- Design and implementation of virtual desktop infrastructure (VDI)
- Virtual environment audit and health check
- Virtual environment security audits
- Virtualisation support services
- Virtual infrastructure monitoring solutions
- Virtual infrastructure 'charge-back' solutions
- Virtual infrastructure documentation services
- Virtual infrastructure off-site replication and recovery
- Enterprise storage solutions

Thin client infrastructures

Making your business more efficient and reducing your system's admin costs

- Secure remote access solutions using Citrix Access Gateway and Citrix Secure Gateway
- Design and implementation of thin client infrastructures utilising Citrix XenApp, Access Essentials and Microsoft Terminal Services
- Server based computing monitoring and diagnostic solutions
- Application streaming solutions
- Thin client printing solutions
- Thin client management frameworks
- Thin client infrastructure audit and health check
- Thin client documentation services

Enterprise backup

Guarding your digital assets and knowledge bank

- Disk to disk backup solutions
- Disk de-duplication optimised solutions
- Image based backup solutions to enable reliable fast recovery of servers
- Virtualisation optimised backup solutions
- Secure off-site backup services
- Traditional tape backup

Business continuity and disaster recovery

Planning and implementation services that protect your business against interruption

- Disaster recovery and business continuity planning
- Off-site replication technologies
- Site recovery technologies
- Enterprise backup solutions

What we've done...



Case Study - Collingwood Insurance

Background: Many servers which were underutilised and all potential single points of failure.

Objectives: To reduce/consolidate the number of servers to a highly resilient, scalable and easy to manage platform. To replicate key systems to another location, so that in the event of a total site loss the business could still access its systems and continue to work without interruption.

The approach: SITS Group listened to Collingwood's challenges and proposed a VMware virtualisation solution to address consolidation and resilience concerns. We then proposed Vizioncore vReplicator to replicate primary systems to a Datacentre, giving Collingwood true IT business continuity. The project was delivered inside two months.

Customer feedback: "SITS has helped us develop a much stronger technology platform to underpin the business, which has already resulted in improved business efficiency. We support several businesses who themselves are technology-based, so we cannot afford to suffer any downtime. SITS were really good at listening to what we wanted, coming up with the right solution and implementing it within a very tight timescale. They even coped smoothly with a change to the plan and the priorities mid-way through the project. The business is now protected by fully secure technology – in the face of any interruption it would simply be business as usual for us and our clients. We see this project as the start of a very beneficial, long term partnership."

Case Study

- Faulkner Browns Architects

Background: Faulkner Browns is one of the largest commercial architects practices in the UK, with one site in Newcastle Upon Tyne and one in Darlington.

Objective: The company needed a reliable support contract for its virtual and Microsoft environment.

The approach: SITS Group provided a four-hour support contract to Faulkner Browns and advised the business on the latest technologies which would enable it to grow the IT infrastructure. SITS support the company's one IT manager - who looks after the entire IT estate - and also provides seamless holiday cover for when he is away.

Customer feedback: "The SITS team's expertise and in-depth knowledge of new technologies, combined with their practical, day to day support and fast response, make them an invaluable partner to our in-house function."

Case Study

- K Home International

Background: K Home International is a world leader in project management and engineering design for the petro-chemical, pharmaceutical, oil & gas, aluminium and nuclear industries. Its IT department is responsible for hundreds of users at the UK head office and across the world.

Objective: Due to the growth of its Middle East presence, more staff were required to work from its Dubai, Qatar and Bahrain offices. The challenge was to give users secure and efficient access to corporate desktop, applications and data from these locations, just as if they were based at head office.

The approach: SITS Group discussed requirements with the client to find out exactly who wanted to access what information remotely, and from where. The team then designed a highly secure and resilient solution, using Citrix XenDesktop. This now supports potentially hundreds of staff in the Middle East – and anywhere else in the world - using any device to access data, and all without any sensitive information leaving K Home's head office. A risk-free Proof of Concept was implemented before roll-out, to ensure the solution's security, speed and reliability.

Customer feedback: "SITS Group demonstrated in-depth and professional knowledge in remote working solutions. For us, a pragmatic approach to the project was essential. From the way the project was handled we have had very positive feedback from users. We're now in a position where more users can quickly be added, meaning we can react very quickly to changes should the business demand it."

Case Study - Port of Tyne

Background: Forty four physical servers which were underutilised and all potential single points of failure. The Port of Tyne's backup solution was also under performing and was unreliable.

Objectives: To reduce the physical number of servers, reduce the effect of heat dissipation in the server room, create an easier to manage infrastructure and address the backup issues.

The approach: SITS won this piece of work in the face of 10 national competitors in a tender situation. Our experience and knowledge shone through and we were successful in being appointed the Port's supplier. After we had been appointed we ran a capacity planning exercise on the Port's servers for a four-week period and drew some startling conclusions in terms of server performance. We reduced the Port's server count to just three suitably specified servers with a back end SAN. This means that the Port is saving a staggering £26,000 on electricity over three years. We also reduced carbon output from 40 to 15 tons of CO₂.

The backup solution was also a primary objective and we implemented a disk-disk-tape backup solution using de-duplication technology from DataDomains. The Port can now keep one month's worth of data near line, and also back up to tape to satisfy the off-site requirements.

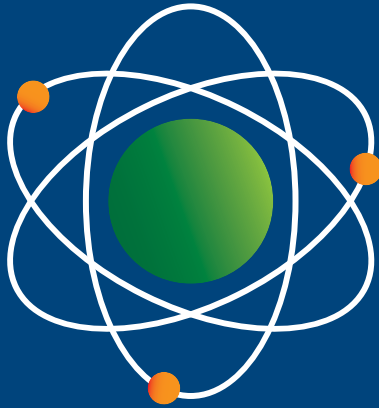
Almost a year on from the original solution being installed, the system is already being scaled up very easily to accommodate the Port's growth. This would be no small task, had the Port not opted for virtualisation technology.

Customer feedback: "SITS met the challenges set by the Port of Tyne with enthusiasm, leading to a mutually beneficial partnership providing the Port with accelerated backups, prevention of data loss, unexpected cost efficiencies and most importantly ensuring business operations across the Port of Tyne's commercial divisions.

"Customers can expect to see improved efficiency and reliability; if a server fails any lost data can be retrieved within minutes, the data restored to another server and the whole lot up and running within hours.

Phil Cambers of SITS, with Ian Blake, IT Manager, Port of Tyne





SITSGROUP

Quorum 16

Quorum Business Park, Benton Lane

Newcastle upon Tyne NE12 8BX

T: (0191) 215 5015 F: (0191) 215 5115

E: enquiries@sitsgroup.com W: www.sitsgroup.com

Technologies we work with:

 vmware®



 data domain

