

NCR Bodyshops

A large firm heavily reliant on the efficiency, speed and security of their systems, downtime was not an option.



Customer Situation

NCR Bodyshops is one of the leading vehicle body repairers in the UK, they have exclusive contracts with some of the UK's major insurers. With a high turnover of over 200 vehicles a week and their entire day's business activities reliant on the computer system it was evident that performance and reliability were becoming an issue.

The system they had in place was over 10 years old; the whole infrastructure needed pulling in to the 21st century. Due to the rapid expansion of the company, systems of different specifications were brought in until the system became unmanageable.

Solution

In 2010 NCR Bodyshops realised that their system was at breaking point and they needed assistance. NCR Bodyshops' Managing Director drafted in enviz IT to thoroughly assess the true extent of their problems and ascertain the next stage of NCR's IT infrastructure growth and development. Adam Miller Senior IT Technician at enviz IT held meetings with NCR's Managing Director and General Manager to run through what NCR Bodyshops were now looking for and how enviz could make this a reality.

Moving forward

After a review of NCR's situation it was apparent that they would require a multi-server environment which could be easily and securely managed centrally, as well as decommissioning the antiquated server and desktop starting with the worst affected. Due to the importance of the infrastructure it was imperative that there should be minimal downtime. NCR made an executive decision for enviz IT to carry out all work out of hours.

Reducing physical equipment and costs

Due to a multi-server environment being a requirement, enviz IT decided that it would be more cost effective to replace the two old physical servers with one virtualised server allowing for one virtual server to manage the domain and the network infrastructure while the second virtual server could run as a dedicated application server.

Solution Overview

Customer Profile :: NCR Bodyshops is one of the largest vehicle body repair centres in the UK with the largest number of exclusive contracts with major insurers.

Country :: UK

Industry :: Automotive

Situation :: Slow and insecure system with minimal capabilities.

Solution :: Implementing a modern, secure and efficient domain infrastructure with a reliable backup.

Products used ::

- Microsoft Small Business Server 2008 Premium
- Microsoft Server 2008
- Microsoft Exchange Server 2007
- Windows System Update Services
- Microsoft SharePoint Services
- Microsoft ForeFront
- VmWare EsXi HyperVisor
- Microsoft Windows 7 Pro
- Microsoft Office 2010
- AVG Internet Security Edition

Workstation replacements

The old inefficient tower workstations were individually replaced with very small power efficient mini PC's. As standard, these mini PC's run Windows 7, providing NCR with a secure and stable working environment.

Security and data protection

As part of NCR's ongoing relationship with the larger insurers, procedures to ensure the security of confidential customer data became paramount. Immediately a strict password policy was implemented as well as a system lock out to ensure no unauthorised access.

Due to the lack of back up an offsite backup solution was implemented for disaster recovery to compliment their new internal instant recovery on site back up.

Despite the high security, the system was configured so authorised employees could work remotely.

“NCR Bodyshops, although an SME turning over £4 million per annum had an IT system with less capability than today's average mobile phone! Harsh words but the true reality of the state of our systems.

We really needed help and a one stop solution in order to progress our business and increase our efficiencies in all areas.

It was a pleasure to meet with a young dynamic team who quickly understood our needs, made suggestions to take us forward beyond our dreams and explained everything in a straight forward manner; we gained confidence in their ability immediately.

The implementation was impressive and all of our time constraints were considered so that there was very little business interruption; they worked until it was complete, no going home at 5pm!

I have no hesitation in recommending enviz IT to any of my business associates both large and small.”

Christine Maskill
Managing Director
NCR Bodyshops