

CASE STUDY...

Impact of IT *Ciceley*

Lanway build IT infrastructure solutions, more importantly we build trusted partnerships with our clients. By listening and sharing ideas, our team of experts can really make a difference and deliver tangible benefits to the organisations we work with.

One such customer is Ciceley...

CICELEY FILE



Ciceley had a workforce of 120 users spread over 6 different sites, they needed a system that could manage all of the remote locations from a centralised point. With the improved controls including security updates and anti virus protection Lanway introduced an Exchange email platform which satisfied all their requirements and more.

CUSTOMER PROFILE

COMPANY : CICELEY LTD
 INDUSTRY : MOTOR
 COUNTRY : UNITED KINGDOM
 FOUNDED : 1972
 EMPLOYEES : 200
 WEBSITE : WWW.CICELEY.COM

THE CHALLENGE

CICELEY EXPERIENCED PROBLEM'S IN MANAGING PC'S IN REMOTE LOCATIONS WITH A LACK OF SUITABLE CENTRALISED CONTROLS OVER KEY IT SERVICES SUCH AS EMAIL.

LANWAY SOLUTION

LANWAY ADRESSED THE REQUIREMENTS BY INTRODUCING NEW VMWARE ARCHITECTURE. THIS ALLOWED A NEW MICROSOFT EXCHANGE 2010 EMAIL SYSTEM TO BE INTRODUCED AND THE DISCRETE IT SERVICES REQUIRED BY THE USERS TO BE SPLIT OUT INTO THEIR OWN ENVIRONMENTS.



CICELEY FILE

The Background

Ciceley Commercials Ltd formed in 1972 with a team of just 18 employees based on Ciceley Lane, Blackburn offering new and used Mercedes-Benz Trucks and Vans. The company became the sole Mercedes-Benz Commercial Vehicle Franchise for the whole of Lancashire in 1975. Ciceley Ltd has continued to grow exponentially between 1996-2002 with the acquisition of premises in Bolton, Carlisle and Dumfries, all carrying the Mercedes-Benz Franchise.

In 2003 the company had outgrown the site on Ciceley Lane and the business now demanded a more purpose built facility. Ciceley Ltd opened an impressive 50,000 square foot site adjacent to the Junction 4 intersection of the M65 in Blackburn.

From a small business with 18 employees Ciceley Ltd has continued to grow and expand year on year and the group now employ over 200 specifically trained staff and generate over £50 Million pounds of Sales each year. Recently winning the Mercedes-Benz Commercial Vehicles Dealer of the Year 2010, Ciceley also has a designated website which proudly presents the full range of vehicles available and offers the client a facility to order parts and book services.

The Issues

Problems in managing the systems included difficulty of managing PC's at the remote locations, a legacy system of managing users and resources across the sites and a lack of suitable centralised controls over key IT services such as email.

Lanway were asked to devise a solution that would allow Ciceley Commercials to implement a centralised system of users and IT resources with improved controls. The solution would allow security updates and anti-virus protection to be managed and monitored more closely across all offices. A new email platform was to be introduced to allow emails to be managed and viewed consistently and securely across branches, workstations and mobile devices, reflecting the increasing need for mobile email access regardless of location.

The project took advantage of virtualisation technology and ensured the number of servers required was kept to a minimum, ongoing administration, cost of ownership and disaster recovery requirements were all satisfied.

The Results

Lanway addressed these requirements by introducing a new VMWare architecture. This provided the platform for a new Microsoft Exchange 2010 email system to be introduced, and the discrete IT services required by the users to be split out into their own environments.

The Exchange email platform ensured that a consistent view of email was available both within the company network, and externally using mobile phones and internet connections where required. The introduction of an "Edge" server ensured that the network could be properly protected against external threats and provided controlled access to the internet from within the company.

Finally, the introduction of a Windows Active Directory platform meant that users, workstations and security patches could be rolled out, managed and supervised with greater ease, freeing up valuable IT resources for new projects.

All these improvements resulted in remote users having a much greater degree of access to company IT services, and an improved consistency to deliver the core company applications throughout the remote sites.



What the client said

Colin Wilson, IT Manager has worked with Ciceley Ltd for over 4 years now and was extremely impressed with the transition from the old system to the new one. "Lanway have been amazing right from the first meeting I had with them. They had the patience to listen and understand the diversity of our business and the importance of our systems across the 6 sites. It was critical that the changeover to the new systems and software had little or no impact on our normal

working day as we are constantly working against manufacturer and client deadlines. I am pleased to say that the installation was executed in a professional manner and nothing was ever too much trouble. Whatever issues or questions we had, Lanway were extremely quick to answer and offer support and I very much look forward to working with them again in the near future"