



Case Study: UCET

U C E T

- Customer:** UCET (Universities Council for the Education of Teachers)
- Solution:** A cost effective, dedicated network instead of sharing the IOE network
- Benefits:** Improved reliability and productivity through control of their own systems

Internal Ref:

UCET 1.0

**Doc
version**

Issue 1

Background

The Universities Council for the Education of Teachers acts as a national forum for the discussion of matters relating to the education of teachers and to the study of education in the university sector and contributes to the formulation of policy in these fields. Its members are UK universities involved in teacher education, and a number of colleges of higher education in the university sector.

Requirements

UCET had been using the Institute of Education's (IoE) network and email system for several years and wanted to take control of their own systems by installing their own network and server infrastructure.

The main reasons for installing their own network and server infrastructure were to improve support responsiveness and to allow UCET to design a system to suit their needs more closely.

The new system needed to be robust enough to support a busy team on the road a lot of the time, yet cost effective to fit a tight budget. The system also needed to be scalable enough to support them for at least the next four years.

UCET needed a fast and reliable Internet connection to allow easy access to the Internet for research as well as allowing secure remote access.

The Solution

A new, cost-effective, robust system, implemented with minimum disruption to the existing network.

The solution included the following:

- A Fujitsu-Siemens file server with mirrored SCSI hard disks running Windows 2000 for file, print and security with a 3 year on-site hardware warranty
- DDS4 backup system to enable fast and reliable backups using industry standard media
- Exchange 2000 for email and collaborative working
- Outlook Web Access for remote access to email
- Total Virus Defence from Network Associates to ensure all servers and desktops were safe from virus infection
- Windows XP Professional on the desktop and Office XP Professional
- ADSL from the leading business ISP, ClaraNet
- A secure firewall / VPN appliance to ensure the network is safe from external attacks and allow secure remote access to the network

Implementation

In order for the new system to be implemented smoothly, close collaboration with the IoE IT team took place to ensure all data and configuration information was transferred efficiently over to the new system.

The new system was implemented over the course of a week with minimal disruption to the existing UCET network.

All user information was smoothly transferred across to the new network and the old network connections could then be switched off.

Throughout the process, appiChar technicians worked closely with UCET and IoE staff, ensuring every part of the process was completed without a hitch.

Benefits

The benefits of the new network and server for UCET are immense and include:

- **Significant improvements to Network performance**
This helps staff to be more productive as they are happier working with responsive IT systems and spend less time waiting on the network.
- **UCET now have control of their systems**, meaning that they are now able to use their systems in a way that best suits their needs
- **Support is now provided by appiChar**, meaning response times for problems or requests have been greatly improved resulting in more productive staff and more reliable systems
- **Secure remote access** to the internal network from anywhere in the world which has increased response times and productivity.
- **Up to date and easy to maintain virus software**, meaning UCET have had no virus incidents since the system was put in place.
- **Communications and sharing of information greatly improved**

thanks to the use of the advanced Outlook Web Access interface and use of public folders to share contacts / diaries.

On-going Support

appiChar now provides full support for the new system meaning UCET can rest assured that they have a friendly, reliable and responsive team they can call on when they have any problems or need advice.

Where possible, remote management of the network is used to help spot potential problems before they become a major issues. Remote control of desktop computers is used to cut down on the need to travel on-site, meaning problems can be fixed in minutes rather than days or hours.

Where a problem can't be resolved remotely, appiChar backs up the remote support with a 4-hour emergency call-out cover to offer total peace of mind.

Mary Russell, Director of UCET says:

"UCET spent some time searching for the right people to set up its new network and fortunately found appiChar.

They set it up very quickly and efficiently and in the three months since then have responded instantly whenever we have needed information or any form of troubleshooting.

They are also very pleasant to deal with - always a plus."