

NewsBytes



LATEST DEVELOPMENTS AND NEWS FROM GLO NETWORKS

Welcome To Glo Networks

Glo Networks continues to develop our IT Support services to assist our customers individual needs.

This issue of Newsbytes gives an insight into how we work with clients in various ways to ensure their IT infrastructure and support is optimised to drive their business forward. It includes:

Cardiff Embroidery

Our latest new IT Support customer

TC Group

A long standing customer where we project managed a major IT project to a successful completion, ahead of schedule.

We are now receiving much interest from companies considering outsourcing their IT requirements. For many companies with a small IT team, or possibly one employee responsible for IT within the organisation, this can make good economic sense.

Typically we find that a company can save around 70% on their IT spend by outsourcing their IT support to Glo Networks. So where they were spending in excess of £30,000 per annum on an internal IT manager, Glo Networks typically is able to provide the same cover, 365 days of the year (no need to worry about holiday cover), for around £7500 per annum or indeed less.

If you are interested in outsourcing your IT requirements please do not hesitate to contact us.

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Glo Networks Complete Major Project For Leading Office Furniture Company

Glo Networks have recently completed a major project on behalf of TC Group.

TC Group is one of the UK's leading office furniture and seating companies providing a wide range of office seating, desking, storage, conference and training furniture, exclusively through the trade, to clients across the UK and Europe.

The Logos Project

Glo Networks was asked to assist the company in setting up a new division – Logos Fulfilment Services which provides a complete office furniture outsourcing solution for VOW, the largest UK office suppliers wholesaler – by project managing the IT support requirements of the operation. This process included the selection of an ERP (Enterprise Resource Planning) system to drive the operation.

The infrastructure update included the use of the latest virtual server technology and vital developments in the company's disaster recovery process.

Working with the Access Group

The ERP software was provided by the Access Group, a specialist in this field and with whom Glo Networks has a close working relationship. The completed IT system interfaces with 4 different systems across 5 separate external companies providing fulfilment, distribution and administration functions.

The project was scheduled to take 8 months to implement, but was completed in 4 months. Glo Networks assisted with the implementation, configuring information transfers between the

different companies, the creation of websites displaying product information and providing general IT support to all employees at TC Group and Logos Fulfilment Services.

Dan Wooler, Managing Director of TC Group, commenting on the Glo Networks support, said "The assistance provided by Glo Networks was crucial to the successful implementation of our IT infrastructure for the Logos project. Their ability to ensure that all third parties providing services to run the system were coordinated in a timely and efficient manner and their technical expertise in this field were major reasons for the project's successful outcome".



TECHNOLOGY USED

- ✓ Virtual Servers (Hyper-V R2)
- ✓ SAN Storage
- ✓ Remote Desktop Services
- ✓ Automated multi-company file transfers
- ✓ Cloud Services (Full Live Data Replication)

CURRENT SERVICE STANDARDS

Average response time to start working on customer issue

3 minutes

Average time taken to fix issues

10 minutes

If you would like to experience IT Support providing such a high quality customer service experience, please contact us today to discuss requirements further.

Full customer service statistics can be seen at www.glo-networks.com



LATEST DEVELOPMENTS AND NEWS FROM GLO NETWORKS

Embroidered & Clothing Print Specialist

“backed up” by IT experts

Glo Networks has recently assisted one of the best known and well established embroidery and printing specialists in Wales – Cardiff Embroidery. The business partnership is the result of further rapid expansion of its customer base both in Wales and beyond.

Cardiff Embroidery is one of Wales' largest embroidery companies and has been in business for over 24 years providing embroidered clothing and promotional materials to businesses, sports clubs and the public from its busy showroom based in Bessemer Road, Cardiff.

Having gone through many changes over the years, the company recently turned its focus on ensuring that the back office technology to support its growing business was brought up to date.

Glo Networks transferred all existing data, emails and third party software to a new Small Business 2011 server on hardware which has technology that lets Glo Networks communicate with the server even when it is turned off, allowing important updates and remedial work to be undertaken without impacting on the business.

As with most companies, the importance of backing up all work is paramount and Glo Networks installed an online automatic backup solution which allows backup of customer data using a schedule to fit with the client's needs. All data is encrypted when transferred, ensuring the security of this information. The backed up data is stored in the cloud. Physically it sits on a number of servers, in a number of high security data centres, around the world.

Finally, to ensure that Cardiff Embroidery have assistance ongoing they have access to the GloHelp online support desk which allows a client to log all problems. A Glo Networks engineer can instantly pick up these issues and in the majority of cases rectify the fault remotely online, preventing the need for a costly visit onsite.



The customer service standards provided by Glo networks is exceptional with issues placed on the Glo Help system being commenced within 3 minutes of receipt (current average time) and the Average Fix Time, the average time taken to fix issues after Glo Networks have commenced work on the problem currently being 10 minutes.

Adrian Waters, General Manager of Cardiff Embroidery commenting on the new business relationship with Glo Networks said “We experienced no downtime transferring to Glo Networks and the level of support we now receive with our IT systems allows us to get on with running the business knowing that we can rely on them to maximise our systems performance”.

TECHNOLOGY USED

- ✔ Cloud Services (Live Internet Backup)
- ✔ Windows Small Business Server 2011
- ✔ KVM over IP (Remote Hardware Management)

Our New Private Cloud Platform

Since the birth of Glo Networks we have been virtualising servers and desktops. Those of us who worked together before Glo Networks was started have been virtualising since early 2003. It's fair to say that we love virtualising stuff. Several of us virtualise our own home systems.

It saves you money on power, hardware and in some cases because of how Microsoft's licensing works, we've actually reduced the number of licenses that some of our customers had to buy. In early 2007, we started hosting systems and services online – both ours and one of our very first customer's. It could be said that we were at the forefront of “cloud computing”, mere

weeks before the term was coined.

Recently we came to terms with the fact that our platform needed a good redesign. It had grown with us and our customers, but it was coming a bit unwieldy to maintain. We recently put in our new solution – a small Hyper-V cluster, backed up by Microsoft's DPM 2010, powered by IBM X Series x3550 M3 s, an IBM x3250 M3, an IBM DS3512 disk system, a QNAP TS-459+ and HP Procurve 2800 series switch.

We're still migrating our services and customers to it, but boy does it make a difference. With all our hardware consolidated and updated we're seeing more responsive, more manageable and more highly available systems.



Would we do anything different? Probably, but that's the way we are at Glo Networks; always striving for something better and trying to push the limit available to us at that time.

If you're interested in how we setup our cluster then visit our blog at <http://blog.glo-networks.com/2011/07/04/our-new-private-cloud-platform-technical-thoughts-on-hyper-v-clustering-and-clouds/>