



## Equipment Testing Manufacturer Upgrades the IT Infrastructure across Europe with Zero Downtime

Allied provide a leading testing manufacturer with an IT infrastructure solution that enables people, process, and information integration across Europe.

*"You are the first organisation to understand our service and business needs across international boundaries."*

**Senior Manager**

Leading Testing Manufacturer

### About our Client

Our client develops testing, monitoring and measurement solutions for the next generation series of telecommunications, internet technologies, and semiconductor products. Globally this client operates in over 26 countries and currently turns over \$1 billion annually.

### The Scenario

The client was looking for an outsourcing partner who could provide an IT infrastructure solution and associated services, under a comprehensive managed services program. This solution required 100% uptime for the IT infrastructure, at 16 locations across Europe.

### Business Challenge

To provide an efficient, reliable and easy to maintain IT infrastructure solution with zero downtime, across multiple sites and geographies.

### The Solution

A fully integrated, highly efficient IT infrastructure solution was developed, proposed and installed for the client within a short deadline. During the installation phase, the Allied team carried out an extensive testing exercise at a primary location, and then replicated the same hardware platforms and software builds across Europe. We also developed standardised documentation and a unique process, with logical steps, to successfully complete the project. This was completed with no inconvenience or unplanned downtime to the client's business critical applications.

When each installation was finished, a checklist was completed and emailed back to the UK Helpdesk, for quality assurances. This information has proved invaluable because it includes infinite details about other hardware on site, such as UPS, Hub, Switches, Routers, Servers, patch panels and tape devices, including the make, model, rating and spare capacity, which were not expressed by the previous installed system, due to a lack of third-party hardware management.

#### CLIENT

A Leading Testing Manufacturer

#### CHALLENGE

To provide an efficient and reliable IT infrastructure solution

#### SOLUTION

IT Infrastructure Solution

#### RESULT

Improved IT infrastructure and business continuity

The current solution now also includes Active Directory Services, Remote Server Monitoring and Administration across multiple sites. The Allied team manages permission and access rights for client's employees, demonstrating the highest level of trust and integrity.

### The Result

Our experience of managing high level and strategic technical issues made us the client's partner of choice. Allied is the longest serving partner in the history of this client and we have assisted the client in the following areas:

- Allied team upgraded all European servers in a heterogeneous IT environment; before the target dates and with zero interruptions to the IS infrastructure.
- A scalable, resilient network and Active Directory domain services infrastructure, enabling the safe & secure migration and alignment of all corporate users into one corporate strategy.
- Active Directory project completed in less than 75% of the planned project schedule.
- Implemented 1st Windows exchange server with GS & NS in worldwide client locations.

The unique business partnering has led to a complete integration of the Allied Team within the client's own structure. The 3 year contract has been renewed twice, which is a first for partnerships with this client.

**Allied Worldwide** is an ISO 9001 accredited organisation, uniquely positioned to support today's results-focussed CEO who requires flexible and innovative solutions in an increasingly demanding global environment, to deliver high performance business solutions against ever decreasing time scales.

### Allied Worldwide Ltd.

Allied is proud of its associations with both Microsoft and VMware. Allied is a Microsoft Gold Partner in the Devices and Deployment Competency and Microsoft Silver Partner in the Server Platforms Competency.

Allied Worldwide Ltd. Network House, Bridge Street, High Wycombe Bucks. HP11 2EL, United Kingdom.  
Tel: + 44 (0) 1494 532751, Email: [marketing@alliedworldwide.com](mailto:marketing@alliedworldwide.com), Web: [www.alliedworldwide.com](http://www.alliedworldwide.com)