

SUMMARY

Business Solution: Wireless Infrastructure

Technology: Cisco



BACKGROUND

This global provider of testing and inspection solutions to the aerospace and defence industries needed rapid access to specialist networking and communications skills. Following a wave of UK acquisitions, the company called upon Comtec's engineering support and consultancy to support a series of migration and integration projects to ensure combined business operations ran as smoothly as possible.

BUSINESS CHALLENGE

The company's acquisition of several businesses had introduced a series of technology integration challenges. In particular, the business had inherited three sites, each with 10-30 seats, using legacy Nortel phone systems that were outdated and no longer in support. In order to increase workflow productivity and system reliability - as well as achieve consistency with other corporate communications systems across the organisation - these would need to be switched across as rapidly and efficiently as possible.

In addition to communications and telephony expertise, the business required support to upgrade servers, cabling and networking

infrastructure to cope with the extra IT load within one of its comms rooms in order to realise sufficient performance standards.

SOLUTION & RESULTS

Comtec's highly experienced telecom engineers possess the rare skills required to assure the transition from 1990s Nortel PBXs to the company's next generation Cisco Unified Communications architecture. To enable seamless business continuity and maintain familiar calling groups, extension numbers etc., Comtec project-managed the entire process so that users leaving work on Friday afternoon would be migrated to the new phone system/handsets in time to start again on Monday morning.

The comms room requirement was addressed by a combination of Comtec's extensive sector-leading expertise in managing datacentre environments, and its high level of accredited Cisco engineering skills. Comtec provided new switching gear, cabling and servers to support Gigabit networking, thereby increasing application responsiveness, traffic performance and overall IT resilience.

As well as providing onsite migration and implementation skills, Comtec has also delivered a package of ongoing remote support from its 24/7 Network Operations Centre (NOC). This includes round-the-clock, proactive systems monitoring and management; ensuring systems availability and performance.

Comtec is now the go-to IT partner for projects that require efficiency and speed. This remit has seen Comtec deliver additional value through tactical sourcing of IT equipment, fulfilment of application licensing and the refresh of PC equipment and peripherals.

ABOUT COMTEC

Comtec is a trusted provider of IT Infrastructure, Datacentre and Communications solutions. We adopt technologies from leading vendors to deliver innovative and cost-effective information and communications technology solutions for businesses of all sizes.

Technology is our domain and we're committed to making it work for you. Whatever your business objectives, our highly experienced consultants and engineers are available to advise you on your short or long-term technology goals. We take the time to understand your business and propose solutions that address your challenges and fit your strategy; we won't just recommend technology for technology's sake.

We're dedicated to building strong relationships with both our clients and our technology partners so whatever your ICT requirement, on-premise, managed or hosted, why not give us a call?

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