



## **NSI PROVIDES OUTSOURCED IT SUPPORT FOR A WORLD CLASS MANUFACTURER OR PRECISION PARTS**

### **Overview**

Earlier this year, a global provider of precision, function-critical parts for the aerospace, military, medical, electronic equipment and commercial markets was going through a significant merger and acquisition phase, which resulted in the division of the company into several separate operating entities. All shared IT systems and staff were utilized by one group, leaving the others with a very short timeframe to implement new systems and find a support solution to handle all aspects of their IT needs.

### **Challenge**

The deadline for this initiative was set by political forces that did not take into account the time necessary to plan and execute a smooth transition, so the client knew that outside assistance would be needed.

### **Methodology**

The client contacted and interviewed several IT service companies and ultimately selected NSI because of its breadth and depth of IT expertise, flexible support options, and its excellent references providing similar services with other manufacturing clients. NSI's recommendations included two major components: 1) A flexible agreement to provide on-going IT support; and 2) A comprehensive project to implement new IT systems and migrate existing data and applications from the departing servers. The project included the implementation of a completely new IT infrastructure, including:



- Server hardware
- Data center equipment
- Network printers
- Windows Active Directory domain
- Exchange 2003-based messaging system
- SQL 2005 database server
- Managed antivirus and spam filtering
- Remote backup systems
- Firewall configuration

In addition to installing and configuring these systems, NSI migrated existing user data and applications, including the client's ERP system, from the legacy environment to the new platform. For support, NSI recommended its signature Managed Solutions Platform. With NSI's MSP, the client was able to access the expertise of NSI's entire pool of IT professionals while engaging a custom combination of on-site services that were tailored to their specific needs.

NSI initiated the support work immediately to smooth the transition from the outgoing support staff to the NSI team. This also gave the NSI team an opportunity to become familiar with the legacy systems in the environment, allowing NSI to better support the migration from the old systems to the new platform, while providing the client with greater confidence in a transition without downtime. In the course of providing on-going support to the agency, NSI created comprehensive documentation of the client's IT systems, to serve as a tool when managing the servers, applications and other devices on the network. This Knowledge Base, stored in NSI's Support Center gave the company valuable information that aided in decision making and demonstrated that the systems managed by NSI are well organized and configured according to industry-accepted best practices. NSI also provided



the client with regular written status reports, detailing the weekly support activity, identifying open tasks as well as potential problem areas that the client needed to be aware of.

### ***Migration to New Systems***

The client had a very aggressive deadline for the system migration to:

- Purchase and receive new hardware and licenses;
- Build and configure the new systems; and
- Migrate off of the legacy systems before they were physically taken away.

To meet this goal, NSI marshaled a team of senior consultants and system architects to rapidly design and implement a completely new IT environment that would provide all the services of the legacy system, while giving the client an up-to-date foundation for future growth. NSI also assigned a project manager to coordinate the team's efforts and to ensure that the project was performed efficiently and stayed on schedule. Building the new environment included modifying the existing server room with racks and uninterrupted power and network connectivity. New Windows servers were setup and a new Active Directory Forest was created. Microsoft Exchange was implemented as the primary messaging system, and configured to provide secured access to remote Outlook clients. To filter spam and email-based viruses, NSI implemented a Sonic Wall appliance. Centrally managed antivirus software was also used to protect PCs and servers. A new backup and disaster recovery system was then implemented to ensure that all of the company's data was protected with SOX best practices. NSI then migrated all existing user accounts and data, as well as network applications and PCs, to the new systems. Following this migration, NSI created written and graphical documentation of the new systems, to give the client a clear



picture of how their critical IT systems work together and to streamline support.

### **Result**

NSI was able to meet the client's hard deadlines and complete all critical work under a tightly compressed schedule. The project was successful. On the first day of the business, the client was up and running on entirely new systems and suffered no unexpected downtime or lost productivity as a result of NSI's work. The system NSI implemented not only preserved the functionality of the legacy systems, but also added new features and tools that allowed the company's employees to be more productive and for their information to be more secure. Following the completed implementation, NSI continued to provide post-migration support and fine tuning of the new systems, as well as the on-going day-to-day Managed Solution Platform for the users and the systems they depend on.