



Strachan Furniture Makers are a well established small to medium sized business with approximately 70 employees, they have been in the business of furniture making since 1837 and today make full use of technology to enhance the running of their business. We have been providing IT support for this company for a number of years and have a good relationship with the IT staff who work permanently for the company.

### **The Brief**

After a number of years of service their current Domain Controller which managed user accounts and emails required a significant hardware and software upgrade. The company were also looking to improve access for remote users whilst maintaining a secure network.

### **The Approach**

This was a substantial project requiring an upgrade in both software and hardware; we worked with their existing IT personnel to plan and implement the required solution. The aim was to minimise disruption to the working environment as much as possible, however on a project of this scale some disruption was inevitable.

### **The Solution**

We sourced and supplied a new powerful and reliable rack mounted server, then installed and configured Small Business Server 2003 Premium edition which includes Exchange 2003, SQL Server 2000 and ISA Server 2004. Once the server was up and running we then migrated all existing user accounts, groups and mailboxes to the new server. Using a number of scripts we were able to allow users to continue to work with the old server right up to the change over point and still ensure that no data or emails would be missing once the old server was retired and the new server came into operation.

Our expertise in the configuration of ISA Server 2004 enabled us to provide a secure and robust firewall to the network giving Strachan's Management and Sales team remote access whilst working away from the office and but still maintaining a secure networked environment. This was enhanced by the introduction of a new Terminal Server running all the necessary applications off site users would require.

The tricky bit was migrating user PCs to the new domain while minimising downtime for the business. Prior to the migration an audit of the PCs was taken so we could familiarise ourselves with software and applications held on individual PCs and successfully anticipate what if any reconfiguration these applications would need.

Changes to an employees' IT environment can be unsettling and our experience has shown us that making sure that a user's desktop appearance and settings remain the same is important for a smooth transition. As a result we devised a checklist detailing exactly the steps and processes to be followed, from noting what the desktop background was, to copying over Internet Explorer favourites and homepage details. This checklist facilitated three members of the IT team to work quickly at migrating the PCs to the new domain. At this time we also ensured all users were running the latest Microsoft service packs and security updates and also upgraded all users from Outlook 2000 to Outlook 2003. By following these steps most users were quickly back to work, unaware of the changes we had made.

### **The Future**

Strachan have been working successfully with their new configuration for some time now. We continue to provide support and advice to their on site IT staff and hope to continue our excellent relationship with them into the future.