

## **Fabulous Films Ltd: Integration Report**

### **Introduction**

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Fabulous Films Ltd has invited Intune Computer Services Ltd to make an assessment of their current IT setup as the basis of a proposal for an upgrade that addresses the key issues and unifies the currently fragmented structure.

Our report is therefore in two sections:

#### **Section 1**

- Assessment of existing network
- Current risks and shortcomings

#### **Section 2**

- Upgrade and Integration Proposal
- Benefits
- Budget

# Section 1

## Assessment of existing network

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### Computers

Fabulous Films is, like many organisations in the creative sector, a Mac based organisation, and the majority, though not all, of the staff have a preference for the Mac platform. Most users work from Mac laptops. The CEO would prefer to use a PC, but currently uses a Mac as to change has seemed to be fraught with shortcomings. The accounts department works from two PCs.

### Handheld devices

Four of the senior staff have Blackberry phones which they depend upon heavily for email 'on the move'. As they do not have the full Blackberry service, they are unable to manage their mail properly on the handhelds, and synchronisation with their computers only occurs when the handheld is connected directly to the computer.

### File Storage

The Macs are all connected to a filesaver in the form of an old Mac workstation. Project files are stored here, but not exclusively - some are also stored on users' machines. The Accounts Dept PCs are not connected to the filesaver or the other machines, and store the accounts data in a separate location, although they do share the broadband connection.

### Backup

An external hard drive has been used to back up files on the filesaver, although there is no formal schedule and the last backup appears to be more than 2 months old. Files held on users' laptops are not backed up. The accounts dept has a reasonably robust manual schedule for their files, which they manage separately.

### Email

Presently all staff use pop mailboxes for their email and, once downloaded, the mail is held exclusively on the user's laptop and not accessible from elsewhere.

### Power Supply

There is no surge protection or backup power supply in place for the eventuality of a power surge or failure.

### Network

All but three of the users rely on wireless connection for their internet access and for access to the filesaver. The other three have loose cables connected to the router. The wireless network has not proved reliable for some of the users.

# Current Risks and Shortcomings

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*(red text = high risk)*

## E-mails

- Each user's mail only held in one very high risk location - a laptop
- Accessible only from single machine – remote working not an option
- Limited e-mail access and management from mobile devices

## Collaborative working

- Shared calendaring is not possible
- Unstructured filing leads to file version issues
- Limited networking facility promotes use of email for sharing files

## Files

- Files held on the fileserver are not backed up securely
- Files held on the fileserver are only stored on a single disk
- Files held on fileserver are stored on same hard drive as the operating system
- No antivirus software on PCs – files at risk of virus infection

## Network

- Network not designed, simply expanded, leading to performance bottlenecks
- Network cabling at risk due to location under carpet,

## Reliability

- Company files held on an old workstation which was NOT designed to be running 24 hours a day, 7 days a week
- No hardware redundancy in file server ie
  - If power supply fails, files are inaccessible,
  - If hard drive fails, files are at risk of being lost (or expensive recovery)

## Section 2

# Proposal

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At the heart of our proposal is a new PC server running Windows Small Business Server software. This machine to be a medium duty server, with four hard drives - one for the operating system, one for file storage, and the other two constantly mirroring the first two, for seamless continuity in the event of a hard drive failure. To be fitted with a redundant fan and power supply, again to take over in the event of a failure. Server to be powered by an Uninterruptible Power Supply (UPS) that will power the server through a short power cut but then, if necessary, will close it down properly.

All user files to be stored on the server. All email to be collected by and shared from the server. All users to have either Entourage (Mac) or Outlook (Windows) as their mail client software, to provide full access to mail services and calendaring.

Blackberry Enterprise server software to be installed on the server to enable a full Blackberry service with wireless synchronisation and full email capability.

A robust backup schedule to be configured and implemented with both a local schedule and an automated remote service for critical data.

Gigabit high speed network cabling to be installed to the two rear offices to provide a more robust connection to the server and the internet. Existing cabling to be properly secured in trunking. All cabling to terminate in a new gigabit switch.

# Benefits

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- **Centralisation of data**
- **Centralisation of e-mails**
- **Remote access and remote working**
  - Access e-mails from out of the office
  - Access files and folders held on the server
- **Mobile working enhancements**
  - Access e-mails, contacts and calendars from BlackBerry phones
  - iPhones can also be fully integrated into the system
  - Real time synchronisation between server and handhelds
- **Simplified security management**
  - Easily allow or deny users access to files and folders
- **Collaborative working enhancements**
  - Centralised address lists
  - Shared access to group calendars
  - Instant e-mail communication
  - Centralised folder access via Public Folders
- **Robust reliable backup**
  - Automation reduces user error
  - Multi layered protocol increases security
  - Quick restoration of lost or damaged files

- **Increased security**

- Emails held in Exchange – so if a laptop is lost or broken, past e-mails can be quickly restored to a new machine
- Centralised file storage makes scheduled backups comprehensive easier to handle
- Right tools for the job – dramatically increased reliability and security provided by robust business hardware and software

- **Choice**

- Users can choose their preferred working environment - Windows or Mac

- **Peace of mind**

- Good IT security allows business resources to be focussed on doing business

- **The best of both worlds**

- This proposal will enable Fabulous Films to take advantage of the strengths of both Windows and Macintosh systems

# Budget

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HP ML350G5 ProLiant Server (Windows SBS 2008 OS Included)	£1233.00
APC Smart-UPS 1000 VA	£264.55
External backup hard drives (2)	£105.67
Network Cabling	£875.95
24 Port Netgear Gigabit switch	£210.30
Draytek 2820 ADSL2+ / Firewall router	£130.25
12 u Server cabinet	£395.95
Delivery	£50.00
Total	£3,265.67

(All prices shown ex VAT)