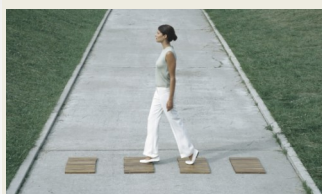




IRW Systems Limited
concept to realisation

Microsoft
GOLD CERTIFIED
Partner

"IRW were efficient and professional which enabled us to implement the solution with a minimum of disruption to staff and maximum benefit to the organisation."



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Nortec Communications — Infrastructure

CUSTOMER COMMENT: "Nortec are delighted with the work carried out by IRW Systems in our Scottish offices. We found them to be proficient, professional, courteous and very knowledgeable of our infrastructure, operating systems and applications. Above all, they were sensitive to our business needs and carried out the migration and related tasks in an efficient manner, out of hours where necessary". **David Solomonraj Account Manager, Nortec Communications**

THE CUSTOMER: Nortec are the Number 1 Infrastructure Partner in the Mid-Atlantic Region with offices in the DC Metro area, Richmond and Pittsburgh. Nortec provides its customers with the highest-level Solutions for Identity Management, Security, Messaging, Operational Management, High-Availability, Data Protection and Virtualization.

Nortec is a privately held corporation that has served the DC Metro area's leading organizations since 1991. Nortec is Microsoft Gold Certified Quad-Competency in Networking Infrastructure, Advanced Infrastructure, and Security, and won National Managed VAR Partner of the Year in 2004. The solutions Nortec offers extend beyond Microsoft to Symantec, VMware and Shortel offering clients full service in these key infrastructure areas.

THE REQUIREMENT: IRW were approached by Nortec in Nov 2007 with a view to contracting us to migrate all users, services and IT equipment from their existing domain in the US, to a newly installed domain within their network in the UK. Nortec migrated their own users and equipment in the US, but did not have the manpower available in the UK to undertake the task themselves and so IRW agreed to carry out this work.

THE SOLUTION: The work was split over 3 remote sites and encompassed around 3 days work. The work centred around the following principals:

- Create a project plan and agree with Nortec
- Author any written materials needed for training purposes, equipment logging, auditing etc
- Meet with the Nortec representative in the UK and confirm the project plan timings
- Assemble the required workforce on the project start date
- Perform the training and introduce the workforce to the sites and users
- Disperse to the remote locations and begin the migration



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The migration itself consisted of logging all users into their PC's and connecting all PC's to the office network. The migration package was then run, which transferred all machine and user accounts across to the new instance of Active Directory on the new domain controller. Each machine which failed to automatically move to the new domain was manually migrated. Every user was visited and the key parts of the migration were tested for success, tests included; new Domain available at login, user authentication succeeded, outlook / Email services functional, all remote drives accessible with correct permissions, printers functional, internet accessible, and web-services accessible. Testing and troubleshooting took place on all networked devices, e.g. multi function devices, to confirm all were configured correctly. All issues pertaining to the migration were logged and reported on with the Nortec helpdesk throughout the work.

BUSINESS BENEFITS: Key deliverables from IRW included:

- Improved Domain Management
- Active Directory structure reflecting organisational structure
- Server consolidation
- Reduced risk
- Improved standardisation
- Reduced network complexity
- Increased operational security
- Efficiency of scale



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