



P1 / YOUR CLOUD

It's a buzzword, and a way of creating a more agile, faster IT team.



P2 / CASE STUDY

We helped Darlington Building Society create its private cloud. Find out what benefits it achieved.



P3 / PLANNING YOUR CLOUD

We find out Phil Kennerdell's deployment tips for helping your cloud project go smoothly.



P4 / OTHER NEWS

New websites and new employees.

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AUTUMN EDITION



Creating Your Own Cloud

Centralising IT and communications resources in your own data centre can be a great way to improve the agility and responsiveness of your IT team. But, it is a process that requires planning and support.



It's difficult to avoid that buzzword 'cloud'. I'm sure you get bombarded by emails promising an easier life and lower cost if you adopt their publicly hosted cloud services.

Well, here's the interesting thing. There's a good chance that you've already got most of the equipment to create a cloud

of your own. As this will utilise your own infrastructure, a 'private cloud', it means that you keep control of the data and applications.

Private clouds have developed. We'll

see over the next few pages that these are much more sophisticated than simply hosting an application on a central server. Darlington Building Society's branches no longer have telephone systems, servers,

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“ Abtec's centralised strategy was spot on, it addressed our need to reduce costs ”

Paul Richardson
Operations Director, Darlington Building Society

Creating Your Own Cloud

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firewalls and internet connections onsite. These resources are now delivered from its central data centres over its wide area network. It's branch employees still make telephone calls, print documents and access the web exactly the same way as before.

Centralising those resources has enabled the Society to save IT budget. Moving to a centrally managed thin client environment, for example, has saved time, travel and energy costs. Paul Gillson, Darlington's Technical Services Manager points out, "We replaced over 150 PCs and the energy savings will be £34,000 over five years".

You can read more about how we helped Darlington Building Society create their own cloud in this case study to the right. If that inspires you give us a ring on 01858 438 500, we'll be happy to help you.



Case Study: A Growing Cloud

“ The removal of most of our ISDN connections has saved us tens of thousands of pounds over the contract ”

Formed in 1856 Darlington Building Society provides financial services through its 10 branch outlets in County Durham, the Tees Valley and North Yorkshire.

After analysing the Society's infrastructure Abtec realised that each branch had its own IT and communications hardware. This typically included, desktop PCs, small telephone systems, local file servers and firewalls.

Centralised IT

Abtec recommended designing a centralised IT infrastructure, replacing IT from branches with services delivered over its network from its data centres. This would give Darlington's IT team more time to fulfill the organisation's IT strategy and staff to spend more time with members.

Solid Network

The project began with upgrading the Society's Wide Area Network. This would improve the availability of IT applications. Abtec installed new data connections overlaying them with SIP trunks and secure Internet access. The SIP trunks were connected to an upgraded and virtualised Mitel communications system, again,

in its data centres.

Enhanced communications

The Mitel system has enabled the Society to improve its communications strategy, connecting members with advisors faster.

"We've had positive feedback from our members regarding these changes" highlights Paul Gillson, Darlington's Technical Services Manager.

Disaster Recovery

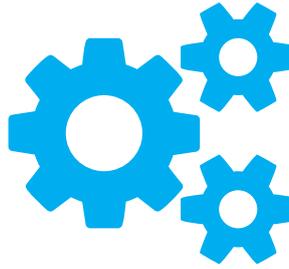
Abtec built a remote disaster recovery site. Server requests are load balanced across both data centres, which means the Society is getting value from its investment even if there isn't a disaster.

Creating its own cloud has saved the Society costs and improved the agility of the IT team. Paul Gilson points out, "We used to travel to branches to sort out problems. Now we simply log into our central server and resolve the issue". These benefits will help the Society serve its members better now and into the future. Download the full case study from www.abtecnet.com.



Planning Your Cloud

Building an effective cloud takes planning and thought. We talk to Abtec's Phil Kennerdell to get some top tips to centralising your IT resources.



Phil Kennedell, Abtec's Sales Director, was instrumental in Darlington Building Society's shift to centralising its IT. Here are his tips for making the move successfully:

Audit your IT resources

Build an inventory of all of the systems, applications, hardware and network used in your organisation. Record which users access those resources, and where they physically reside. Review your existing data centre, does it have the capacity to take on all of these new resources or do you need some new servers?

Prioritise the resources

Next, prioritise those resources based on how critical they are to your operations. Separate the objective of the technology from the technology itself. For example, each office may need to make and receive calls, but that doesn't mean that each office needs a telephone system. Next, check to see if the resources can operate in a virtualised data centre environment.

Plan your network

Creating your private cloud will put extra demands on your network. Do you have the right bandwidth to deliver those resources? Do you need to add quality of service to the network? Rigorously planning your network will ensure users will continue to get a great experience when using those resources.

Take a Phased Approach

Don't try to move everything over to your private cloud at once. Take a phased approach. Base this on the prioritisation you identified earlier. A good tip is to start by moving the lowest priority items over first. Give yourself plenty of time to test those resources to ensure they work properly in your data centre. Once tested move on to the next phase.

My final tip is not to struggle alone. Bring in experts like Abtec who have delivered projects like this successfully. Our experience can help you avoid pitfalls and problems, and can make your project go much smoother.

Cloud Control

One of the benefits of creating your own private cloud is that it gives you greater control of your infrastructure. How do you ensure that your resources are operating effectively though?

We think we've got the answer with the **Abtec Network Monitor**. Getting a holistic view of the performance of your IT resources is much easier with this invaluable tool. And now you can get that from your mobile or tablet device.

Control in your hands

Abtec Network Monitor provides one source



to monitor your entire network, including devices, applications, traffic, and availability. It can monitor different sites from one central installation. With our app version of the tool you've now got control back into the palm of your hands.

Makes your life easier

It assures the availability of your network components, measures traffic and usage. It saves you costs by avoiding outages, optimising connections, workload and quality, while saving time and controlling service level agreements (SLAs).

It's the ideal partner for your private cloud. Request a demonstration or find out more at www.abtecnetwork.com.



New Websites for Abtec Businesses

We've been busy over the last few weeks overhauling our group of websites.

As well as having an up to date look and feel the new sites are easier to navigate. Abtec's Head of Marketing, Chris Topham, explains the reasons behind the change, "The new websites articulate how we help our clients achieve their goals much better. Simple as that."

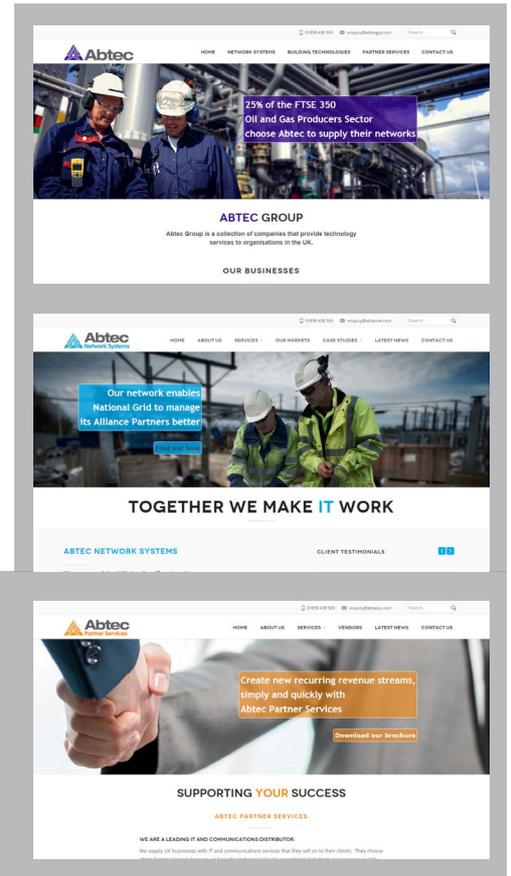
The new sites cover the three areas of the group of businesses; Abtec Network Systems, Abtec Building Technologies and Abtec Partner Services.

Chris continues, "The websites highlight our expertise in specific market sectors too, such as energy, finance, construction and haulage".

We've included some facts on the sites about Abtec that may surprise you. For example, that we supply networks to 25% of the FTSE 350 Oil and Gas Producers sector and we support the IT and communications infrastructure of over 10% of UK's building societies.

We hope you like the updated sites:

- www.abtecnet.com
- www.abtecbt.com
- www.abtecps.com
- www.abtecgpr.com



Update

SBS Extends its Relationship

Smith Brothers Stores, one of the largest and oldest independent building merchants, has extended its relationship with Abtec.

The business has signed another contract with Abtec to manage its data network. Phil Kennerdell, Abtec's Sales Director, comments, "Smith Brothers Stores is one of Leicester's largest businesses. It's great to be supporting the organisation in its strategy for growth".



Delivering for Yusen Logistics

Yusen Logistics, one of the world's largest third party haulage firms, has signed an ongoing contract with Abtec to supply its data network.



New Team Members

We've got two new team members in our Support team; John Nunez and Callum Harbidge.

John is an experienced telecoms engineer, working with companies such as Azzurri Communications, Nine Telecom and Ardencom. He brings with him expertise in SIP trunking technology and a variety of communications systems, including the Avaya IP office suite of communications systems.

Callum joins us as an apprentice having completed his Diploma in IT and Networking. As part of Callum's apprenticeship he will be learning, in more depth, about business communications technologies.

Both are looking forward to helping our clients meet their challenges.



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