

AKIBIA'S MICROSOFT CONSULTING

CASE STUDY

NETWORK AND SECURITY SOLUTIONS

Enabling Your IT Infrastructure

The consistent success of Hollingsworth & Vose led to rapid growth, through mergers and acquisitions, and organically. As the company spread across the globe, new challenges arose due to disparate messaging and directory platforms across different offices and locations. Hollingsworth & Vose called on its trusted advisor, and security partner, Akibia to design and implement a Microsoft technologies-based infrastructure, including Active Directory, Exchange 2003, and Systems Management Server (SMS).

Akibia Helps Hollingsworth & Vose Solve Collaboration Challenges

Hollingsworth & Vose (H&V), a large manufacturer of industrial, specialty and technical papers and non-wovens with offices across the Globe, grew quickly as a result of several mergers and acquisitions. As is often the case with growth of this kind the combined companies were running different IT systems. After the mergers the company's messaging and directory platforms were still operating on a number of different platforms, including Microsoft, Lotus and Sendmail, among others. This made it difficult for employees to effectively and efficiently collaborate with each other.

In addition, a number of the platforms were outdated, making it more difficult for employees to work from remote locations and even from other offices within the H&V family. Email systems lived on each individual employee's desktop, making accessing email from a remote location impossible. In order to perform such simple tasks as printing to a different printer, employees needed to contact IT for permission. There were other barriers to efficient operations as well, including the fact that users had to log into and manage multiple passwords to access various business-critical applications, and IT had to perform all provisioning and software updates manually, at each employee's desktop.

Akibia's Microsoft Consulting Team Delivers the Solution

H&V asked Akibia to analyze its current environment and suggest the best approach to improve collaboration and general employee efficiency. Akibia leveraged its proven methodology - Assess, Architect, Design and Implement - to deliver a solution that best fit H&V's unique requirements.



INDUSTRY

Manufacturing

CHALLENGE

Achieving better collaboration among its growing and global employee base, while decreasing help desk administrative requests.

SOLUTION

Akibia's Microsoft Consulting Services, including implementation of Windows 2003/Active Directory, Microsoft Exchange, and SMS.

BUSINESS BENEFITS

Improved collaboration among end users and a decrease in help desk calls.

After assessing the environment, and conducting a number of interviews and focus groups with H&V's IT staff as well as select business users, Akibia was able to recommend the right solution. The solution included:

- **Windows 2003/Active Directory** – Akibia consolidated and migrated the company's directory services based on various platforms including Novell and Windows NT to a common Windows 2003 based Active Directory. This was a global effort as the company's offices are spread across the US, Mexico, China and Europe. Akibia implemented a "Single Forest and Domain Model" that would allow much easier administration and create a set of service administrators with authority in each of the separate regions. Because of various factors such as delegation requirements, service isolation, and account policies, Akibia recommended a Single Active Directory Forest / Domain be used.
- **Microsoft Exchange Implementation** – With improved collaboration and remote access two of the top priorities of this project, a Microsoft Exchange implementation was a necessity. This enabled a common global address list, and a "free-busy" system which allows employees to view each others' calendars for scheduling purposes, and share contacts and folders. By implementing a centralized messaging system, H&V experienced reduced administrative costs and improved security. To support the implementation of Exchange, Akibia also made recommendations for storage capacity, data center configuration and other concerns.

"With our new infrastructure we have been able to mitigate the barriers that can exist with a matrix organization in a geographically distributed company. We are more efficient, more agile and now have the tools in place to be more collaborative. Akibia has helped us not only improve our IT efficiency, but also improve our overall business productivity."

John Etzel, Hollingsworth & Vose

- **Systems Management Server (SMS)** - One of the main concerns for the IT team was manually updating desktops any time software upgrades were needed. Microsoft SMS now allows the IT team to deploy updates remotely and in a timely fashion. In addition, H&V is now able to better manage its assets, maintain an up-to-date inventory of software and hardware and assist end users remotely, greatly reducing the burden on the help desk. H&V also used SMS to deploy Microsoft Outlook 2003 remotely to all the desktops and will continue to use this infrastructure to deploy applications in the future.

"Because we had worked with Akibia in the past, we trusted their ability to deliver the perfect solution to solve our specific challenges," said John Etzel at Hollingsworth & Vose. "Their careful approach to analyzing our environment, evaluating design options and ultimately making the right recommendations and then implementing the solution exemplifies their diligence, expertise and commitment to customer satisfaction."

H&V Well Positioned for Future Growth

With the Microsoft Active Directory and Exchange platform, H&V is now able to more effectively collaborate and work more efficiently across all of its offices. In addition, the new system is designed to scale to support H&V's anticipated growth.

"With our new infrastructure we have been able to mitigate the barriers that can exist with a matrix organization in a geographically distributed company. We are more efficient, more agile and now have the tools in place to be more collaborative. Akibia has helped us not only improve our IT efficiency, but also improve our overall business productivity," said Etzel.

About Akibia's Microsoft Consulting Services

As a Microsoft Gold Certified Partner, Akibia provides a range of services to design, implement and enhance Microsoft environments. By leveraging our security expertise, companies that partner with Akibia benefit from a Microsoft infrastructure that is interwoven with their secure network environment.

About Akibia, Inc.

Akibia, a Zensar company, provides innovative Infrastructure Management solutions that enable leading companies worldwide to optimize, secure, manage and support their mission-critical infrastructure. As an independent advisor, Akibia partners with our customers to deliver solutions that improve the availability, reliability and performance of their data center, network and security infrastructure. Using its multi-shore capabilities, Akibia combines expert consulting, integration and support services with world-class customer service to help IT organizations reduce costs, increase efficiencies and manage risk in the data center.



US 866 4-AKIBIA (425-4242) | EMEA +31 (0) 318 581950 | www.akibia.com