

Isosceles has the Right IT Solution for Mourik

For any smaller organisation the issue of IT support is a vexed one. Modern software systems require up-to-date hardware and operating systems, their IT infrastructure is evolving and growing all the time. What these organisations need are business support providers who do the simple things efficiently and responsively.

Mourik UK Limited, a provider of specialist services to the oil refinery and petrochemical industries, realised their IT systems needed to be reviewed and updated to face the growing demands of the company. Mourik were facing some major internal changes and decided to establish an infrastructure to support the business with the minimum of fuss or complexity.

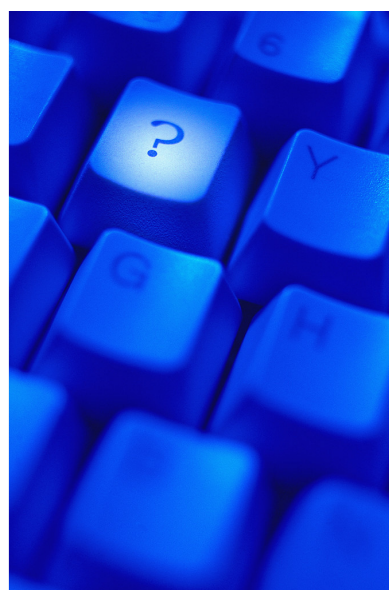
Mourik contacted Isosceles to provide IT business support and the next day one of Isosceles' systems managers went on-site to meet with the Head of Finance and evaluate the requirements.

The Challenge

The financial accounting system used by Mourik, Globe 2003 from Exact Software, was installed on individual laptops. This meant that the data had to be transferred between machines to allow several users to access the system. A server was clearly required, and would need to be supported to the highest standards possible! In addition the solution must be scaleable, since Mourik is growing and it is essential that it can support the business in the years to come.

Along with specifying the server, Mourik wanted to make sure that their accounting system worked seamlessly in the new server environment. Other users, not based on-site, also required access to the

server – which must be completely secure. In addition Mourik needed a degree of disaster recovery in the event of a server or power failure.



Mourik's budget was not endless so the solution needed to offer good value for money.

The Solution

Isosceles' IT services and solutions team have in-depth technical and practical knowledge of IT systems and networking as well as finance and accounting systems. This unique combination enables them to adopt a realistic and practical approach.

A server specification recommendation was drawn up by Isosceles and agreed with Mourik. To keep costs down it was decided to procure a single device capable of performing the variety of tasks required by Mourik. As well as installing and

configuring the server as a Microsoft Windows 2003 Server Domain Controller with associated services, Microsoft SQL Server and Microsoft Terminal Server services were also setup. A supporting infrastructure was also established which included secure wireless data transmission and a SSL VPN security appliance.

“The Mourik solution demonstrates our philosophy of providing simple, straight forward solutions with the minimum of fuss.” Mike O’Connell, CEO Isosceles.

Security

Although the infrastructure was designed and implemented with security as a high priority, the users’ experience was kept as simple as possible. Despite a dedicated firewall in place to protect the office network from any intrusion or malicious attack, any authorised user is now able to log on to the Mourik server and access the financial systems and other applications from any machine in the world with an internet connection – no complicated software needed to be installed at all.

Protection

In addition to an onsite dedicated uninterruptible power supply (UPS) for the server, an online automated backup routine was set up to work in conjunction with the

SQL server backup jobs. All important data is stored offsite and can be accessed or restored from anywhere an internet connection is present.

Support

Since the installation Isosceles have been back onsite to give training to a new IT Administrator working at Mourik’s offices. Whilst there we also performed a server health-check.

Isosceles continue to support Mourik by telephone, email and remote server diagnostics.

The Results

“Our requirements weren’t extravagant” said Robert Eden, Head of Finance, Mourik UK “but where do you turn to get IT support from someone you can trust, there sometimes seem too many options? We chose Isosceles as they could offer simple straight forward advice and clearly explained how they could execute the plan with the minimum of fuss and absolutely no business interruption.”

If you would like to find out more about Isosceles please contact us:

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