SYNTAX integration

Case Study
Microsoft technology consulting

A low-risk implementation of Microsoft Exchange and Windows 2003 at Battersea Power Station

Fast Facts

Customer profile

The Parkview International PLC is a leading international property investment conglomerate. They are managing the high profile development of the Battersea Power Station.

Situation

Parkview's systems were proving a challenge to manage and were affecting user productivity. There was a need for a scalable IT infrastructure.

Solution

Following a thorough analysis of Parkview's business requirements and a detailed discussion with the client, Syntax designed and implemented a reliable and scalable infrastructure based on Microsoft Windows 2003, Exchange 2003 and Active Directory.

Key benefits

- Scalable platform for future expansion
- Reliability and availability of a rock-solid infrastructure
- Focus on aligning IT with the business strategy
- Trusted IT Partner

Customer profile

Parkview International London PLC is a leading international conglomerate with extensive property investments in Asia including the flagship Parkview Development in Hong Kong. In London, they are managing and developing the Battersea Power Station site, which is one of Europe's largest privately funded urban regeneration projects. This will transform the Power Station into a major leisure and entertainment venue including retail shopping, bars, restaurants, 2 major hotels, a 2000+-seater auditorium/theatre, 75,000m² offices and a residential unit with 705 apartments.

Situation

The IT systems at Parkview had grown organically as the company expanded and were proving a challenge to manage. Additionally, there were issues affecting the availability and reliability of email, which was having an impact on user productivity.

Parkview were also gearing up for a rapid period of growth during the Power Station development, so they wanted to implement a reliable, scalable and efficient IT infrastructure on which to build upon.

How Syntax helped

Parkview selected Syntax in a tender process as their IT partner for the project. They were attracted by Syntax's experience in delivering similar implementations and their risk-averse approach to migration projects.

Initial phase

The initial phase was an analysis of Parkview's business requirements and a review of their current IT infrastructure in order to highlight the suggested areas of potential improvement. Ben Machin, Technical Architect, Syntax comments: "The investigation stage was very important as it helped Syntax better understand the environment but enabled us to fully define the requirements and objectives of the project. We provided Parkview with a comprehensive list of areas where we believed improvements could be made in relation to reliability, availability, security and operational efficiency".

Leo Hwang, IT Director, Parkview International adds: "Syntax gained our trust very early in the project lifecycle. It was evident that they understood our business needs and they made a number of recommendations that we were keen to address. It was also apparent that they had an expert knowledge of how to get efficiency gains from the Microsoft technologies we wanted to integrate".

For further information, please contact Syntax Integration Ltd on 020 7307 5000 or email marketing@syntax.co.uk

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Maintaining quality

With the objectives and requirements fully defined, it was now possible to plan the design, development and implementation phases. Key to maintaining quality was defining each project phase and the criteria needed for sign-off and acceptance. In order to achieve this Syntax defined a set of Planned Quality Events (PQEs) which specified the deliverables and functionality that was expected to be in place at the end of every phase, thereby ensuring that all parties were aware of what would constitute a successful phase.

Implementing the solution

In order to deliver a clean and stable environment which would provide a reliable foundation for expansion, Syntax implemented Microsoft Exchange 2003, Windows 2003 file and print services and Active Directory. This also included the integration of the ISA server and an anti-virus solution in order to maintain security. The design included extensive use of Group Policies to control the new environment and simplify management and administration of the systems.

After a period of testing and a pilot migration, the live migration was successfully completed over a weekend. Leo Hwang adds: "Syntax designed and implemented a rock-solid solution which enables us to expand quickly as the Power Station development gains pace. Their attention to detail ensured that there were no last minute problems, and the project was a complete success with no disruption to the business".

Key business benefits

- **Scalability of the infrastructure design which can be quickly expanded**

- **Availability and reliability resulting from a rock-solid IT infrastructure**

- **Focus on strategy rather than fire-fighting - more time to focus on aligning IT to the business**

- **Trusted IT Partner - a mutually beneficial IT partnership was formed**