



CASE STUDY

ESP Helps Campbell Page set up a complete IT infrastructure to help their first steps into the UK.

CAMPBELL PAGE

Looking to expand into the UK market by acquiring an existing organisation, Campbell Page wanted a company who they could trust to deliver an integrated and harmonised IT infrastructure. ESP worked with their head office in Australia and the new company in the UK to deliver exactly what they wanted to extremely tight timescales.



The Situation

Campbell Page is one of Australia's top 5 largest not-for-profit organisations providing support in disability and community services through employment programmes to over 100,000 people in Australia. Replicating the success of the 'Get Australia Working' program Campbell Page launched into the UK market by acquiring North Wessex Training.

Expanding into new markets has many challenges. The significant geographical separation of North Wessex training from their Australian HQ as well as poor local user satisfaction with the inherited IT systems was key challenges. Campbell Page needed to find a UK IT partner who would interpret and implement their requirements, had the technical ability to carry out the integration project and had secure hosting facilities for the new Citrix infrastructure.

In addition Campbell Page specialises in retraining people who face barriers to sustainable employment. It is critical that their customers are supported on every level. Managing these complexities requires a robust IT infrastructure to deliver training programs.

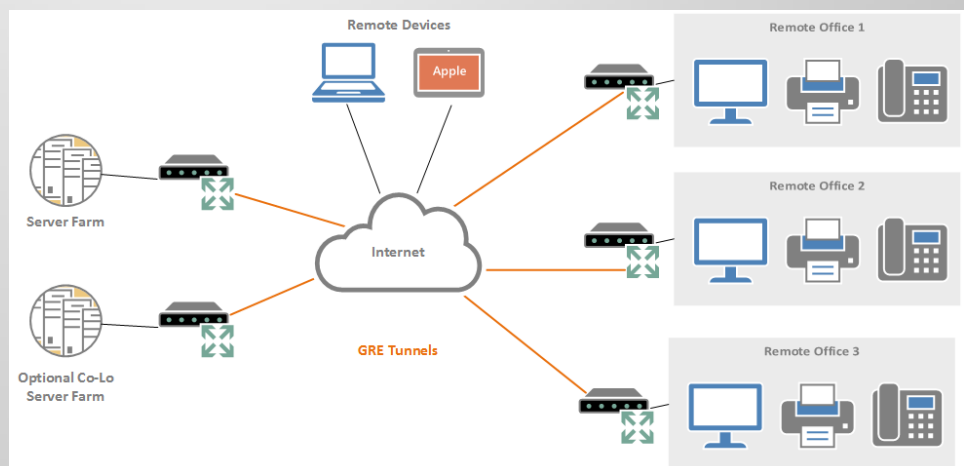
Campbell Page required a reliable and skilled IT support company to give complete confidence that their operation is in safe hands on the other side of the world.

"We needed to find a partner in the UK that we could trust with our first step into the UK market. ESP proved a worthy choice and worked to extremely tight timescales to ensure the project was a complete success."

Pete Harrington
IT director
Campbell Page Australia

The Solution

Using a Citrix platform hosted from in ESP's highly resilient datacentre, all Campbell Page staff in the UK have the ability to access their own customisable workspace from any computer in their offices. Most support is carried out remotely by the ESP Managed Service Desk so the disruption to the users is kept to a minimum. Additionally, software updates are carried out remotely and out of hours to further minimise down-time.





The Technology

The first server was loaded with VMware ESXi to support the implementation of a number of virtual machines and a Sophos email virtual appliance. Two servers were configured as domain servers to share user storage and Citrix XenApp to allow remote desktop and application serving to any remote internet-connected location. A further server hosted Microsoft Exchange to hold and distribute all mail. Mail flow was controlled by the Sophos virtual machine which filters spam and other threats. The final server had SQL loaded to host back office applications such as Sage and Maytas.

Data is backed up daily by Symantec Backup Exec to a dedicated Iomega 12TB NAS device and all Internet traffic from user browsing is controlled, monitored and filtered by a Barracuda Web Filter.

Campbell Page is celebrating their 25th Anniversary this year and with the UK providing a significant platform for growth they are now in a position to open new offices within days and expand their operations quickly on this platform and with ESP as their partner

“Campbell Page inherited an ineffective, outdated IT system.”

Comments Stuart Brown of ESP.

“Overnight the IT experience of the users was transformed who now see their systems as a tool to help them work and not a hindrance to be avoided.”



About ESP

ESP is trusted by global organisations to deliver tailored IT support and infrastructure solutions wherever they operate from around the world, 24/7.

We have added value to our customers for over 20 years by listening to their needs and proactively delivering the service they want.

Experience-led, lean solutions are developed using a combination of desk-side support, our IT Service Desk and specialist repairs and logistics centre, all coordinated by our toolset built on innovative technology and hosted from our highly resilient datacentre.

That is why we are the preeminent ATI support organisation in the UK and the default go-to for many multinational companies on a global scale.

Since we were established in 1992 to offer bespoke managed IT support services, an unparalleled drive to build support solutions that deliver exactly what our customers want has permeated our ethos.

ESP today is a formidable player in the global outsourced IT industry providing desk-side support and smart-hands resource. We boast locations across the UK and Ireland and regional Service Delivery hubs in Hong Kong and Trinidad to give you a point of contact within your working day wherever you are in the world. We support more than 100,000 devices in over 110 countries using a combination of direct employees and our Global Service Network of like-minded partner companies. Our purpose-built headquarters in the UK hosts a specialist infrastructure that forms the epicentre of our global business by coordinating the complexities of delivering global service so our clients experience a consistent touch-point, uniform levels of service and blended pricing irrespective of location.

Running 24x7, our IT Service Desk is the primary point of contact for all clients and runs a toolset inspired by our customer-centred philosophy, underpinned by innovative technology. End-to-end spares resourcing managed side-by-side with the Service Desk and our own highly skilled repair centre completes the cycle.

As we look to the dynamic changing face of IT services into the future, the "can-do" culture at ESP nurtures the development of other services to support our clients, freeing us from the normal constraints of a service company and allowing us to grow with our customers in a mutually beneficial partnership.

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