

Cartridges Solicitors, based just outside of Exeter city centre, specialise in legal matters from property to family litigation. With a large amount of data to store they rely on their IT infrastructure for their day to day business.

Summary

After an initial assessment Cartridges required NCI to provide:

- Support for 2 servers and 30 PC's
- A secure backup and disaster recovery solution
- Resilient internet connections
- Wireless connection to an additional office
- On-going IT advice and recommendations

Solutions overview

- Gold Contract
- IT support with 24/7 monitoring for the whole site
- BDR Backup device
- Sonicwall firewall and load balance device
- Wireless bridging solution

The Situation

After acquiring the Cartridges account, NCI visited them to assess their current situation and to see how we could develop their IT infrastructure and provide a more proactive support solution for them.

As a law firm, they need around the clock IT monitoring to ensure that their data is backed up and secure at all times. They also require their IT systems to be reliable to allow the team to work productively.

The Solution

By signing up to a Gold managed support contract with NCI, Cartridges are safe in the knowledge that they are using a proactive service, many IT problems are identified before they occur, meaning that they can be prevented with minimal disruption. The contract supports all thirty PC's plus two servers, it is flexible for expansion, allowing additional PC's to be added to the contract.

By having a Gold contract, NCI are also on hand to provide them with:

- Server maintenance and repair
- Installing new hardware
- Software updates & Microsoft Licensing
- Network administration
- I.T. Support both remotely and on site

To ensure that Cartridge's data is backed up, a BDR (Backup & Disaster Recovery) server was installed. This means that all the work that the team produce is automatically backed up throughout the day at 15 minute intervals; it also means that if any of their servers fail, the BDR, using virtualisation technology, can act as a hot spare while the failed unit is fixed or replaced.

Having a resilient and secure internet connection was also extremely important to them. By installing a SonicWall® firewall appliance their internet connections are load balanced and the network is secure from viruses and hackers. This is extremely important for law firms as network security and the protection of data is a requirement for their insurance policies.

NCI also installed a secure wireless solution to bridge the network between the main office and an additional office across the road. By using the latest technologies we ensured minimal disruption to the wireless communications from other wireless networks in the area.

Going forward

Working closely with Cartridges, we have built up a strong relationship. We continually work with them to keep their software, including their Microsoft licensing, and their hardware up to date and to keep their network working at optimum performance 24/7.

Benefits

The Gold contract makes IT support and maintenance easy to budget with a fixed monthly price

No worrying about loss of data with a BDR

A secure network with the SonicWall® firewall

A reliable network allowing a higher level of employee productivity

Microsoft
GOLD CERTIFIED
Partner

Microsoft
Partner Network™ 

2010 PARTNER OF THE YEAR
Small Business Specialist
Finalist



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Testimonial

“NCI Technologies provide us with fail proof IT support. They are proactive and always happy to help. Our contract with NCI means that we don't have to spend any of our time trying to sort out IT related matters, which is very important in a legal practice where we rely more and more on IT to do our business. We can completely trust in their services knowing that our networks are secure, our data is backed up and any administration is undertaken by NCI.

I recommend a support contract from NCI, it has given us complete peace of mind and also cost benefits.”

**Francis Parffrey, IT Partner
Cartridges Solicitors**