



IT comes naturally

Working with

Openwork

Openwork Infrastructure Refresh 2013/2014

Customer issues

- 3 concurrent office relocation projects
- Windows XP end of life
- Connectivity resilience and speed issues
- Limited timeframe and resource to implement new solutions

ISN solution

- IT project management
- LAN, WAN & wireless redesign, implementation & ongoing management
- Windows 7 migration
- IT migration – Swindon and London

Business benefits

- ISN reporting directly into Openwork programme management team
- Up to date technology, design and support mechanism
- Fully resilient, monitored and managed estate
- Reporting & service management
- Ability to complement the internal IT team with ISN resource where necessary

About Openwork

Openwork are the UK's largest multi-tie mortgage and financial advice network comprising more than 2,000 financial advisers.

Previously based in Tricentre in Swindon and Old Bailey in London, Openwork looked to relocate both offices through Q4 2013 and Q1 2014 into new premises in Lydiard Fields in Swindon and Heron Tower, via temporary short-term space in London, giving them 3 office moves to deal with in the space of 4 months.

While most IT functions are run internally, it was decided that the connectivity, core design and edge switching and wireless, along with security and compliance concerns, should be outsourced to a single supplier to manage, implement and support ongoing based on the increased workload and project complexity, leaving the Openwork team to keep their focus on business-as-usual.

They say

// The technical aspects of the 3 office moves at once were highly complex. Despite not being a large team themselves, ISN are IT experts with the unique ability to bring in exactly the right technical expertise at the right time. We have no hesitation in recommending them.

Having selected them to partner with us and seen their outstanding technical expertise, flexibility, competitive pricing and performance over 3 office relocations, they are now our choice for fully managed service provider."

- Neil Crosby: Head of IT Operations, Openwork



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The solution

The ISN approach to the Openwork project covered multiple streams headed-up by an IT project manager supplied by ISN who headed both ISN technical teams across systems and networks, becoming the focal point for all works for Openwork and their other contractors on the project.

The programme of works was built around best-practice designs across:

Wide Area Network – new tail circuits for each site with inbuilt tri-angulation between the offices, with VPNs replacing some comms into other 3rd party hosting partners, giving increased resilience, improved performance *and* cost savings across the migration

Local Area Network – a new LAN switching environment was put in place based around Cisco Core and Edge switches at both locations. This covered both the data and IP telephony requirements of the move, in close partnership with Openwork's chosen SIP partner

Wireless & security – a new Cisco wireless solution was design and scoped, mindful of resiliency and compliance requirements of such an organization. This was complemented by best of breed firewall implementations for all ingress points to the network, based on a fully managed ISN service for ongoing moves and changes

Windows 7 – ISN reviewed all application applications and created the build and deployment plan for an XP to Windows7 migration for Openwork. This allowed minimal disruption and the ability, with careful planning, for users to move offices and find a new machine and operating system waiting for them at their new desk.

Physical migration – ISN were then ultimately responsible for the migration of services, supply of new hardware and removal and wiping of legacy kit. From making sure all services were tested pre-move to early-life support and floor-walking for new users in a new environment with a new operating system. Right up to cleaning up old comms rooms in old locations once the moves were completed and building were handed back to landlords, ISN were involved at every step from design to final launch

ISN's ownership of the project as a whole allowed the organisations to work in full partnership, and ISN updated Openwork through regular WIP reports, project reviews and design workshops. This covered the main Openwork objectives but also across interactions with Telco's IPTV partners, AV providers and the like so that ISN become the focal point for all IT queries across the project, effectively becoming "one of the team" for a 6 month period. While allowing for the best chances of success for each move, this also allowed for a seamless move into a "managed service" based on tight SLA's that are best-delivered through a well designed and installed solution.

About ISN

Formed in 2008 to meet a growing demand from businesses of all shapes and sizes for an IT Service company with a personal approach and a desire to create a long term partnership. Today providing fully managed services to major clients in the hospitality, healthcare, emergency services and private sector.

