Leading financial organisation boosts mobility and anticipates return on investment of around 124 per cent within about 14 months with Windows 7 and Dell

DELL

- Migration
- Mobility
- Data security

"Within a month of our implementation, we received around 300 emails from users. More than 70 per cent mentioned improved performance – and that was without any prompting."

Simon Harding-Rolls, Director of IT, Baker Tilly

BAKER TILLY

Customer profile

Company:	Baker Tilly
Industry:	Independent Firm of Chartered Accountants & Business Advisors
Country:	United Kingdom
Employees:	2,300
Website:	www.bakertilly.co.uk

Business need
Baker Tilly, a leading independent firm of chartered accountants and business advisors, wanted to equip staff with tools to access data securely at any time, from any location.

Solution
Dell and Microsoft supported Baker Tilly with rapidly designing and implementing a Windows® 7 migration. This also laid the foundations for the potential use of Intel® vPro™ technology.

Benefits

- Windows 7 expertise supports four-week rollout across 31 offices
- Employees better equipped to respond to customer needs
- Savings estimated at around £922 per user per year
- Running costs to fall by approximately £96 per device per year
- Return on investment of around 124 per cent anticipated within about 14 months
- Energy costs to fall by around £20 per client device
- Windows 7 deployment extends lifecycle of existing hardware

The flexibility to work from multiple locations without compromising access to back-office systems is increasingly important for all companies. For staff, this provides fluidity, freedom and time savings. And for business decision-makers, access to back-office systems promotes productivity, cuts travel costs and brings employees closer to customers. The challenge for IT teams is to provide secure connectivity that's easy to use, cost effective and simple to manage.

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> *National Managing Partner,*
> *Baker Tilly*

Baker Tilly is one of the largest accountancy and business advisory firms in the United Kingdom. With around 2,300 partners and staff working across more than 30 locations, an IT infrastructure that provides reliable access to information stored on the corporate network at anytime, from any location, is crucial.

Laurence Longe, National Managing Partner at Baker Tilly, says: "The new economic environment has had a significant effect on the way the world does business. We need to give all our partners and staff access to information at anytime, in any place, because we're all mobile workers now."

Windows® 7 simplifies mobile connectivity for end users, while providing improved security and time-saving maintenance tools. Aware of these benefits, Baker Tilly decided to upgrade its existing Windows XP environment. The IT team also decided to install Windows Server® 2008 R2 Enterprise on the company's existing Dell™ PowerEdge™ M610 blade servers with Intel® Xeon® Processors X5560. Implementing Windows Server 2008 R2 Enterprise together with Windows 7 ensures access to the full functionality of the desktop operating system, including BranchCache™ and DirectAccess.

Dell connections lay strong foundations

Confident that a company-wide deployment was the best approach, Baker Tilly looked for a strategic partner to support the project and meet an ambitious four-week deadline.

It needed to work with a technology company that had dual hardware/ software expertise and a strong partnership with Microsoft. Longe and his colleagues wanted a partner with an in-depth appreciation of their challenges and a strong understanding of the Baker Tilly business model.

Dell has been the firm's hardware provider for 10 years, with staff using Dell Latitude™ E6400 laptops and Dell OptiPlex™ 960 desktops with Intel Core™ 2 Duo Processors and Intel vPro™ technology. Dell had the insight to connect Baker Tilly's key goals with the benefits of Windows 7.

Technology at work

Services

Dell Consulting Services

Dell ProSupport for IT
– Mission Critical option
– Next Business Day On-site Service
– Fast-Track Dispatch

Hardware

Dell™ PowerEdge™ M610 blade servers with Intel® Xeon® Processors X5560

Software

Windows Server® 2008 R2 Enterprise

Windows® 7

Microsoft® Exchange Server 2010

Microsoft Office 2007

Dell OpenManage systems management

ROI
124%
envisaged within
14
months

Longe says: "Our discussions with Dell enabled us to identify three core objectives – increased productivity, improved systems management and reduced costs."

Dell also has extensive technical knowledge and experience, thanks to its 25-year partnership with Microsoft. Dell was the only global services provider to be tightly integrated with the Microsoft Product Group via the Technology Adoption Programme (TAP) during the development and testing of Windows 7. Its consultants contributed to the development of the system, providing input on bugs, identifying user requirements and recommending design improvements.

This gives Dell the insight to help customers identify and resolve potential issues before migration, reducing deployment costs. It also ensures that the right Microsoft resources are engaged, at the right time. Baker Tilly benefited from the combined expertise of Dell and Microsoft, with ongoing support from Dell solution architects trained on Windows 7. Dell also arranged for Baker Tilly to visit Microsoft in Seattle, in the United States, to discuss the project with key Windows 7 development experts.

"Because Dell is part of the Microsoft partner network, we had access to innovative thinking, best practice and the experience needed to help us get great results," says Longe.

Windows 7 expertise optimises installation
The Dell Consulting team worked closely with Baker Tilly to accelerate the assessment, design and implementation process, engaging Microsoft experts throughout. Simon Harding-Rolls, Director of IT, Baker Tilly, says: "Our relationship with Dell was crucial because it gave us access to the technical resources and knowledge we needed to ensure the project's success."

Baker Tilly, Dell and Microsoft worked together to assess the readiness of the firm's infrastructure and remediate applications to achieve high performance in the new environment. These measures helped the company to migrate quickly and smoothly, without disruption to end users. Rapid deployment will also give Baker Tilly the competitive advantages of early adoption.

The company conducted the migration by drawing on the extensive skills of its IT team, with Dell remaining on hand to offer consultancy as required. Through this collaborative approach, the team gained the know-how to manage the infrastructure after deployment. Baker Tilly is now in the process of installing Windows Server 2008 R2 Enterprise across its server estate.

Running costs to fall by around £96 per client device
The environment will deliver estimated annual savings of £96 per client device through reduced management time. With Windows 7, images are more stable, so the time that the team spends on maintenance and re-imaging has fallen. Self-healing drivers also give the team an infrastructure that's easier to control.

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Baker Tilly is implementing Dell OpenManage systems management' to monitor its entire UK server estate. This provides alerts on all hardware health issues and is the first point of call for the IT team for server maintenance. The company is now looking to implement the Altiris-powered Dell Management Console (DMC). DMC is a free, modular platform based on a flexible, non-proprietary framework that provides basic management functionality with the option of advanced snap-in modules.

Remote updates and repairs save time for both IT administrators and end users. Rather than giving their machines to the IT team, they can request a remote service from any Baker Tilly office.

As a result, users will experience less downtime, which in turn will increase overall productivity. "Windows 7 delivers greater performance and flexibility to our users," says Harding-Rolls. "That means they can do more, wherever and whenever is most appropriate to meet the needs of our clients."

Employees will use the DirectAccess feature in Windows 7 to view and manage data stored on the corporate network without the need for a virtual private network. Staff who need to search Microsoft® Office SharePoint® Server 2007 sites will be able to do so remotely, rather than relying on office-based access.

In addition, users in branch offices will avoid lengthy downloads when they need to view centralised files. The BranchCache feature of Windows 7 means that when a user accesses a file from a centralised application, it is cached locally, making subsequent requests from any machine on the branch local area network faster. Harding-Rolls says: "It's unusual in the IT world to receive unsolicited praise, but within a month of our implementation, we received around 300 emails from users. More than 70 per cent mentioned improved performance – and that was without any prompting."

Maximising returns on Microsoft technology

Based on the success of the Windows 7 implementation, Baker Tilly is now engaged in two further pilot projects, working once more with Microsoft and Dell.

"Windows provides the platform for the next few years of developments and improvements, helping us make the most of our investments in Microsoft technology. We've already worked with Dell and Microsoft to set up a Microsoft Exchange Server 2010 pilot programme with 150 employees, and we're working on a similar project for Microsoft Office 2010," says Harding-Rolls. "New features such as conversation clean-ups are expected, over time, to reduce the number of 'redundant' emails stored in users' mailboxes."

Andrew Tyson, Senior Infrastructure Engineer at Baker Tilly, says: "There are many new features in Exchange Server 2010. It will give us built-in high availability using database groups to offer cross-site failover to our remote disaster recovery site. Crucially, we will achieve all this without the use of advanced storage technologies. We'll also use enhanced security roles and integration with Office 2010, through which users will be able to employ new features such as Mail Tips."

By collaborating with Dell and Microsoft, Baker Tilly is giving employees access to the latest technology, helping them meet clients' needs in a flexible, secure and cost-effective way.

Dell ProSupport provides peace of mind

With Dell ProSupport for IT, Baker Tilly has the guarantee of prompt assistance from specialist engineers 24 hours a day, seven days a week. All servers are covered by the Mission Critical option with four-hour on-site response. For the client estate, the company opted for the Next Business Day On-site Service. In addition, Dell is providing training and certification for the Baker Tilly IT team so that they qualify for Fast-Track Dispatch. On completion, the team will be able to order replacement parts online for immediate delivery, without calling Dell for preliminary diagnostics.

For more information go to:
dell.com/casestudies/emea and
dell.co.uk/casestudies

The Efficient Enterprise runs on Dell: efficiententerprise.com