

CREATIVE • PROACTIVE • DEPENDABLE

MICROSOFT APPLICATION SOLUTIONS

Microsoft Exchange

UNIFIED COMMUNICATIONS

Mobile access solution

SECURE & RESILIENT INFRASTRUCTURE

Wide area Network (WAN)

High Availability



CUSTOMER PROFILE

B-Skill was established in March 2000. They provide a wide range of training and support to employers, adults and young people.

Focusing on the support service industry, B-Skill cover areas ranging from cleaning and catering to business administration, vehicle valeting and security.

The courses have the highest achievement levels in the industry and lead to apprenticeship positions as well as qualifications such as NVQs and other specialist certifications.

B-Skill has grown to provide the widest range of direct delivered support service qualifications available from any single provider. As part of the 'Train to Gain' project, supported by the Learning and Skills Council (LSC), B-Skill has recently been awarded contracts to provide training and skills advice to several regions in England.

B-Skill recognises that the key to successful delivery is the professional, highly motivated and committed staff they employ.

Information when you need it most

"The perfect synchronicity between our three bases and the incredible equipment our staff are carrying enables us to provide the best quality services to our trainees anywhere, anytime."

Paul Wileman, Managing Director, B-Skill

THE CHALLENGE

B-Skill understands that access to accurate information is vital to the performance of their trainers. These key members of staff travel frequently, working at any of the B-Skill offices or in the field at an employer's site and work from home where necessary.

B-Skill needed a solution which:

- Allowed communication and collaboration between staff in all offices.
- Ensured access to e-mail and calendar information "on the move".
- Was secure, scalable and reliable.
- Was so simple to use that staff became liberated by the solution rather than restricted.
- Could improve the service that B-Skill was able to offer its learners and the employers of those learners.

IMPLEMENTATION

Waterstons made use of its many partner relationships to provide B-Skill with information systems which met all of the agreed criteria and also provided additional benefits.

The solution was achieved as follows:

- Implementation of a Microsoft Active Directory based infrastructure to provide management and security of their Information Systems.
- Implementation of Microsoft Exchange to provide communication and collaboration.

- Creation of an IP-VPN based Wide Area Network to link the office facilities.
- Creation of a mobile access solution using Microsoft Exchange and Windows Smartphones.
- Creation of a High-Availability Exchange environment using Neverfail for Exchange to replicate.
- Proactive protection of the Information Systems using Firewalls, Anti-virus products, patch-management software and backup and restore solutions.
- Training was provided to end users and support staff on maintenance and use of the implemented solution.

POTENTIAL REALISED

Since implementing these solutions B-Skill have increased their turnover by over 300% and have received praise for their technology achievements following a review by the Adult Learning Inspectorate (ALI).

Additional benefits include:

- Increased "uptime" of critical systems.
- Greater security of learners' data.
- Improved management of information systems through central monitoring and control.
- The provision of a stable, secure platform for future growth.