Case Study: Chartered Quality Institute

50+ staff, sites in UK and Japan

Technology

- VMware VCenter, ThinApp, VSphere Enterprise
- HP Blade Servers, HP Fibre SAN
- Microsoft Windows Server 2008 Terminal Services
- Microsoft Exchange 2010, Microsoft SQL Server 2008
- Microsoft Office 2010 suite
- ASI iMIS Database System

Background

The Chartered Quality Institute (CQI) is the chartered body for quality management professionals. Established in 1919 and formerly the Institute of Quality Assurance, the CQI gained a Royal Charter in 2006 and became the CQI shortly afterwards in January 2007. Incorporated by Royal Charter and a registered charity the CQI exists to benefit the public by advancing education in, knowledge of and the practice of quality in industry, commerce, the public sector and the voluntary sectors. In short, the CQI exists to help make organisations better.

JADe started working with the CQI in June 2012 to assist with the implementation of a major new CRM system implementation, based on the ASI iMIS database system. Following this work JADe were requested to tender for the rationalization and ongoing support of the organisation's internal IT systems support. Having won the tender and provided cost effective IT support for more than 12 months, JADe was requested to migrate the CQI's live CRM system environment from its original, expensive data centre to JADe's cloud environment.

Solution

JADe has provided a few key solutions to CQI to date as follows:-

- Provision of effective web systems consultancy to ensure that the data migration element of a CRM system implementation was completed within an agreed timeframe. JADe consultants were responsible for the review, update and ongoing monitoring of the data migration process between the legacy membership system and the ASI iMIS CRM system. This work was undertaken in conjunction with senior CQI staff and external IT consultants.

- IT Systems Rationalisation and Support: as part of the successful tender award, JADe have been responsible for the rationalisation of the CQI's dated and poorly performing IT

infrastructure. This resulted in the replacement of 20 physical servers with 4 servers setup in a virtual server environment. In addition, the implementation of the support service replaced 2 full-time on-site staff with a JADe first line consultant and an escalation point to the JADe service desk team.

- Live CRM System Migration to JADe Cloud: transfer of the CQI's key business system (i.e., the live CRM environment) from a data centre in Kent to JADe's Cloud facility in London's Docklands.

Implementation

- Physical servers greatly reduced saving power and cost
- Virtualization technology runs multiple Server 2008 virtual servers, including a terminal server 'farm' which can be expanded or reduced in capacity depending on demand
- VMware VCenter load balances performance, manages resources and alerts any issues
- High performance, highly redundant HP storage array provides storage (SAN)
- Migration carried out in a phased approach minimizing disruption
- Full helpdesk support via JADe Service Desk, plus a dedicated EFT resource provided on-site

Key benefits

- No further need to maintain systems, support, backup and databases in-house
- Network performance and remote access issues completely removed
- Consistent access to all resources, wherever staff are based, even from home
- A totally bespoke virtual office environment, including their own unique applications
- PC specification and performance become irrelevant; all they run is remote desktop
- Desktops can be replaced over time with much cheaper units or 'thin client' terminals
- Vastly reduced power consumption with potential to reduce further via 'thin client' terminals

Testimonial

"We moved our IT support from in-house to JADe at the start of 2013 and have been impressed with their level of commitment to resolve issues and ensure the smooth day to day running of our organisation. Their involvement in our IT projects have been crucial to their success."

Otto Balsiger
Executive Director Finance & IT