

Customer Case Study

Humber Mental Health (Teaching) NHS Trust

Providing solid foundations for infrastructure refresh project



Humber Mental Health (Teaching) NHS Trust were in possession of a dated network infrastructure that required a complete refresh. Once the funding was found it was a matter of making swift progress on all fronts to the first major project milestone - the pilot.

Humber Mental Health (Teaching) NHS Trust (In their own words)

Our services are mainly provided to the city of Hull and the East Riding of Yorkshire, a population of nearly 600,000 living in urban, rural and coastal areas. We also provide some services to parts of North and North East Lincolnshire and North Yorkshire, and some specialist services nationally.

We provide a wide variety of services in a number of settings; in patient's homes, day centres / day hospitals, health centres, clinics, local authority premises and in-patient units. More specialised care is provided by the psychiatric intensive care unit and our forensic services, including in-reach in the local prisons.

We have an active research and development team who support staff with the development of proposals and research programmes. There is a thriving service user involvement programme and carer initiatives in place. Working in partnership with service users we developed a user charter 'A New Dawn' which has been highlighted as notable practice by the Healthcare Commission.

<http://www.humber.nhs.uk>

The Situation

Humber Mental Health NHS (Teaching) Trust had an old, creaking network that was failing to meet their business needs. They identified that a complete infrastructure refresh was required but were not sure if there would be resources to fund it.

A solution was found whereby the infrastructure project would be funded from one financial year and the migration project from the next which meant that project timings were critical to meet this need.

It also placed severe timing constraints on commissioning the infrastructure because the work was put out to tender in the latter part of 2008 and work commenced early 2009 and a race was on to get the pilot completed by the end of March 2009 so that it fell within the current financial year.

If you would like further information or would like to see a demonstration of Genesis then please do not hesitate to contact us. Reference sites are available upon request.

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Customer Testimony

"We were looking forward to our new infrastructure, but a few things surprised us. First of all the speed in which our Active Directory was built. The tender process led us to expect months, not 3 days. And when it was finished we were told we must not and, indeed, could not make any changes to it because it was working as it should. This was a pleasant shock after the high maintenance of our previous directory. We are now looking at a shift in our administrative workload from reactive to proactive, which represents real, tangible progress for us."

Richard Brumpton, Technical Services Manager,
Humber Mental Health (Teaching) NHS Trust



Project scope

The entire project encompassed a complete network infrastructure refresh built on the commissioning of a new Active Directory Forest. Once the new infrastructure is in place and a technical pilot has been successfully completed then the second phase of the project could start - the migration. Each phase of the project was to be undertaken in separate financial years so timings were critical for continuity.

In order to meet the project deadlines the new Active Directory Forest had to be built and fully optimised extremely quickly so that Exchange 2007, Microsoft Office Communication Server, Microsoft Deployment Servers, System Centre Configuration Manager and Microsoft Office SharePoint Servers could all be built and commissioned within a period of 3 months so that the technical pilot could be completed by the end of the financial year.

Specialist firm Konsultancy (www.konsultancy.com) were commissioned to perform the infrastructure refresh and migration phases of the project.

Genesis

Konsultancy turned to Genesis to provide the Active Directory optimisation mechanism. They knew that 80% of Humber Mental Health (Teaching) NHS Trust Active Directory requirements could be provided at the touch of a button via Genesis's prefabricated architecture, which was crucial to the project timings.

The remaining 20% of requirements was met by Konsultancy extending the Genesis architecture to accommodate the Humber Mental Health (Teaching) NHS Trusts unique requirements. The result was a fully optimised Active Directory implementation, complete with Group Policy architecture, delivered in a matter of days - fully secured and fully documented.

Genesis has provided a rock solid foundation for the new infrastructure and all of the Microsoft products that now use the Active Directory as the mission critical repository for configuration and collaboration.

Microsoft
GOLD CERTIFIED

Partner

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Genesis - Case Study

Optimising the Humber Mental Health (Teaching) NHS Trust

Continued . . .



The Basics of an Active Directory Implementation

Active Directory Installation

Most of us have this. This doesn't provide the true value of Active Directory



Active Directory Optimisation

Surprisingly few people have this, but Genesis can do this for you



Successful Active Directory Implementation

This is where we all want to get to!

What Genesis Does

Genesis will create prefabricated architecture within your Active Directory - this is achieved by running Genesis.

Once you have your base architecture in place it can be extended to suit your requirements. This is a process that can be achieved in about 3 days for a typical 500 users organisation. Including documentation.

Genesis has been proven time and again in production environments all over the world. It is this that enables us to guarantee the level of result you will achieve if you use Genesis to optimise your Active Directory.

The Benefits of using Genesis

After a Genesis Installation your Active Directory will be:

Fully Secured - the Genesis architecture brings you true role based authority and is so strong that it protects itself from the degradation of uncontrolled change

Fully Flexible - the Genesis architecture instantly fulfils the 90% of Active Directory requirements that all organisations share, and is then easily extended to realise the final 10% of requirements that are unique to your organisation

Fully Documented - the Genesis architecture complies with all the appropriate standards and best practice

Optimising the Humber Mental Health (Teaching) NHS Trust Active Directory

Konsultancy took 8 days to accomplish the following:

- Build and commission 3 Domain Controllers for a new Forest
- Build the new Active Directory architecture using Genesis
- Extend the Active Directory architecture for Humber Mental Health (Teaching) NHS Trust specific requirements, including documentation
- Perform a full analysis on existing Group Policy architecture and determine the level of environmental control required
- Devise and implement the Group Policy adaptations that would fulfil Humber Mental Health (Teaching) NHS Trust Group Policy requirements
- Populate the structure with administrators for the Pilot
- Starting the training for the Pilot administrators

All of this work was completed by Konsultancy using previous experience and the comprehensive documentation provided with Genesis.

The resulting, fully optimised, Active Directory provided the perfect foundations for all the other Microsoft services that were installed as part of the infrastructure refresh project.

Konsultancy were able to hand over comprehensive documentation for the Active Directory. All they had to do was document the extensions to the Genesis architecture, combine with the default documentation and pass over to the client.

None of the above would have been possible within this short period of time if it wasn't for the prefabricated, fully optimised architecture delivered by Genesis.

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The Trust in Numbers

Customer Profile

- Employees: 2,500
- Sites: 56

Hardware

- Servers: 40
- Client PCs: 2,000
- Laptops: 200
- Terminal Servers: 2

Infrastructure

- Domains: 1
- IT Staff: 25
- Departments: 56

What They Run

Operating Systems

- Servers: Server 2008
- Clients: Vista

Main Software

- Email: Exchange 2007
- Other: IPM, System One, Oracle Financial, Swift, ESR, Care First