



CASE STUDY | ITC

Reliable IT infrastructure ensures continued quality for luxury travel specialists

International Travel Connections (ITC) is one of the UK's leading luxury travel specialists. The company has been providing tailor made holidays for 30 years and has steadily expanded its portfolio to encompass the globe.

ITC reviews its operating systems to ensure best performance

ITC's position in the luxury travel industry sector was achieved through high quality holiday offerings and exceptional customer service. The company ensures that excellent service levels are maintained through constant review of its people and systems. When it became apparent that the existing operation system was not offering the best performance for the business, ITC decided to migrate to Microsoft 2003.

MCW Group wins project after a number of diverse proposals

The project was put out to tender and applications were received from both large and small-to-medium sized organisations.

David Owen, Head of IT at ITC comments:

"The tenders we received were all very different, with costs varying from 'very expensive' to 'reasonable'. There were quite diverse proposals as to how each company would implement the system."

The selection team at ITC was impressed by the MCW Group:

"MCW gave a very professional presentation and we were impressed by their project plan. The company is local and has a good reputation, whilst its costs were reasonable and offered good value."

ITC has an extensive IT infrastructure from various manufacturers of which MCW Group has provided implementation and support. Having worked with ITC for several years previous Kevin Williams was able to put forward a quality team of engineers to undertake and complete the technical migration. Aside from the project



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primarily being to migrate the client's operating system Domain and email services to the new platforms.

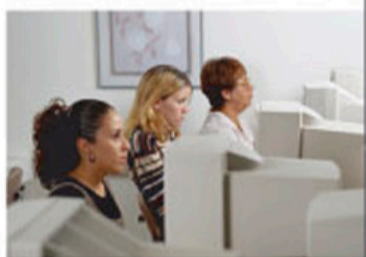
The consultants also put forward several recommendations that could be used during the installation such as group policy and external email services.

In advance of the migration attendances were made to ensure the present platform was in a technically correct state following proven Microsoft technical guidelines and knowledge of the clients current site and IT usage.

Following the technical build of the required hardware and base implantation of the new operating systems, our consultant completed the necessary integration with the present operating systems and migrated users accounting information and data services onto the new platform.

"Migrations can be performed in a number of ways" remarks Kevin Williams of MCW Group. "Either new hardware can be implemented which makes good use of the new operating systems or a traditional upgrade using the present hardware. ITC chose, following recommendations from our consultants to make best use of a parallel installation with a documented fall back procedure in the event of any technical issues".

On completion of all projects MCW Group provides to the client a complete installation manual to aid any future changes or support issues.



Project runs smoothly with minimal disruption

The migration project was undertaken by MCW Group with minimal disruption for ITC and was completed on time and within budget.

"We would definitely consider using MCW again. Their approach was very professional and supportive."

Says David Owen

Benefits to ITC

The company now benefits from a much more reliable infrastructure with improved remote access giving greater flexibility to staff, who can now work easily whilst travelling or working from home.

For the IT department things have improved considerably, with the ability to control all users' PCs from a central point. David Owen ITC's IT manager agrees:

"We now have control over each user's desktop; allowing us to lock down wallpapers/screensavers and add/remove software and upgrades more easily."

