



CASE STUDY

Tivoli Services

Introduction

Tivoli Services was a 'carve out' from its parent company that was established in 2018. Tivoli's primary responsibilities were independent grounds maintenance. Being part of a parent company, Tivoli did not have its own IT systems in place and therefore the new system had to be created prior to the carve out taking place.

Situation

To provide a private cloud-based IT infrastructure for the companies files and staff. The company also needed a new website and associated Internet presence, an e-mail solution an online file storage solution and cloud backup for the 6 servers and end workstations.

Solution

Cloud based virtual servers were created and deployed to provide centralised management of the company's assets including desktops, laptops, VPN's and associated files.

The parent company used several online solutions that they wanted to continue using moving forward. One of the biggest issues was that all users across the country were required to relinquish the old IT equipment which needed returning to the parent company. We needed to supply new laptops and coordinate with the data transfer from the old devices to these new laptops.

Data stored in the cloud systems on for the parent company had to be backed up and then transferred to the new data storage solution in this case Box.

Alongside the virtual Servers we deployed a Microsoft 365 for e-mail and centralised collaboration. This provided an SSO solution for the company.

Along with the deployment of several hundred new laptops, we were also tasked with supplying new mobile devices to the staff. The devices used a cloud-based MDM solution.

Summary

Over the last five years of looking after Tivoli services, their requirements have changed over time, especially with the outbreak of COVID-19 where office-based staff needed to work remotely.

Online services have changed as well including the move from box to Microsoft 365 SharePoint and OneDrive.