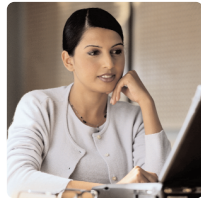




case study

National Care specialist benefits from Cetus' experience and expertise



Community Integrated Care (CIC) delivers a wide range of specialist care and support services. From supporting adults with learning disabilities and/or mental health concerns, through to residential and nursing care for older people, they have a national reputation as a best value service provider.

Headquartered in Widnes, Cheshire, CIC operates over 20 larger care homes in the North of England and Scotland as well as 300 houses and employs over three thousand care workers based all over the UK. Such a geographically dispersed workforce was placing great strains on the IT infrastructure within CIC and was proving to be an obstacle in enabling their staff to deliver the personalised and high quality service promised in their values and vision.

Chris Monday, Assistant Director and Head of IT at CIC explained the problems they were facing:

“Although we had connectivity between our 21 larger homes, 8 area offices and head office via a VPN we had taken the decision to connect up every site and were unsure of the best way to achieve this. Like most organisations, we employ a small and highly skilled IT group who are capable of managing the system we have in place, but it was simply not possible for them to be up to date with all the latest developments.

Consequently, we set out to find a partner who would advise and work closely with us, not only for this project but over the longer term.”

Such a distributed requirement had to be able to address a number of key challenges, including:

- The consistent delivery and performance of critical applications to different types of clients
- Providing a simple, secure and consistent user interface
- Offering easy and centralised management and control
- Dealing with an expanding server farm

While searching for a partner that could help them deliver this, Chris was invited to an event run by Cetus Solutions that outlined the benefits of Citrix XenApp (previously Presentation Server) and Access Gateway. Although CIC already used Citrix Metaframe for a specialised application, they were not familiar with the wider benefits now offered by a Citrix infrastructure and after initial talks with Cetus staff, decided that this was the best solution for their problems.

Chris commented:

"It was clear from the start that the staff at Cetus were experts on all things Citrix and associated technologies. We were impressed not only with their technical knowledge of the product but also with the fact that they could readily apply this to our own unique requirements. Furthermore, they wanted to develop a long term relationship - something that was important to us."

increased manageability and control

Cetus consultants analysed CIC's requirements and recommended the implementation of a new infrastructure based on Citrix XenApp and Access Gateway.

This offered:

- Users an access experience that is always the same - secure, easy and instant
- Secure remote access to any resource, for any user from anywhere. This means everything from centralised applications hosted on a Citrix XenApp Server to network resources, Web applications, email and even IP telephony.
- Shielding of the users from the complexity of connecting
- The capability to keep mobile, roaming and wireless users connected

Due to the scale of the project, it took nine months to roll out the new infrastructure to over 400 clients across the UK. "I was impressed with both the flexibility and dedication that the Cetus staff showed during this time", commented Chris Monday. "It was a large scale project and we always felt comfortable working with their staff on all our sites."

In addition to the Citrix infrastructure, Cetus also implemented:

- **Uniprint** - to enable users to quickly and easily print a document from any location on any printer without needing to worry about having the correct printer driver.
- **AppSense Management Suite** - a single solution that automatically secures, manages and optimises the physical and virtual, desktop and server environments.
- **SafeWord for Citrix** - to strengthen the authentication for remote staff who had higher access rights when working from home or remote locations. SafeWord tokens deliver single-use passcodes, eliminating the vulnerabilities of passwords and deliver simplified management through Active Directory, reducing the complexity and cost of adding strong authentication.

bringing the benefits of virtualisation

Since the implementation of the new Citrix Infrastructure, Cetus has been closely involved with a number of new initiatives within CIC. "I have been really impressed with their capability to bring to us appropriate technologies to solve our emerging problems", commented Chris. "A good example of this was server virtualisation. We were becoming concerned about the physical number of servers we utilised, as this was growing every year. This not only presented physical problems but also causing us to seriously review our disaster recovery (DR) capabilities.

Cetus recommended the implementation of VMware to deliver optimised management of the IT infrastructure within CIC. This not only helped to reduce the physical number of servers required but also provided built-in management as well as improved resource optimisation and operational automation capabilities. These have helped to deliver transformative cost savings as well as increased operational efficiency, flexibility and IT service levels. The VMware solutions also resolved CIC's DR issues by:

- Enabling broad-based, cost effective application availability and business continuity, independent of hardware and operating systems
- Enabling continuous uptime and non-disruptive maintenance of the IT environment with live migration of entire running systems

Chris concluded:

"Cetus is now very much an integral part of the IT Team at CIC. We are dependent on them for advice on how new and emerging technologies can help make us more efficient. They have taken the time to understand our business and work closely with us to design, implement and support new solutions. We are comfortable working with them - they are now very much a trusted partner."



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