

## The Client **TANNERS** SOLICITORS

### Background

Tanners Solicitors were founded in Cirencester in 1986. Over the intervening 28 years the practice has expanded and grown to be one of the most respected legal firms in the region. Tanners have close working relationships with over 150 local companies and they attribute this to their high standard of customer service and excellence in their relevant legal sectors.

### The challenge

In order to sustain their high standards an efficient IT system and infrastructure is vitally important. The practice recently invested in a new server in order to provide remote IT users with additional virtualized services. Avagio undertook this business critical project.

What issues were remote users having which required an additional server for extra virtualisation services?

Avagio ascertained that the current terminal server solution used by Tanners was running slowly and reliability was not as good as it could be. As the main line of business application was located on and supported by this system, efficient, reliable and scalable performance was vitally important to the smooth running of Tanners' business.

The options available to Tanners, apart from investing in a new server, included increasing and improving the performance of the existing server. However, due to the age of server, this would not have been overly cost effective, and would have also left a single point of failure, which Tanners and Avagio considered to be too much of a business critical risk to take with their IT infrastructure and delivery. Tanners did discuss alternative options with their incumbent IT services provider, but they felt that their 'solution' did not, and would not, achieve anything other than a large bill.

### The solution

Following the agreement with Avagio to purchase, install and configure a new server additional virtualization services are now available to Tanners remote based and office bound staff. Tanners now have two servers running Microsoft HyperV - best in class virtualization technology. This has now given Tanners increased capacity for additional servers, as well as a level of fault tolerance. The updated solution also allowed the client to implement a robust backup and recovery strategy.

This deployment means that Tanners IT system is now incredibly stable, performs as expected and allows room for growth.

During the installation, Avagio was also able to improve the performance of the SBS server running on the network, and increase its capacity. We were also able to assist with the SAN storage infrastructure and amending its performance to further assist with the aims.

Tanner's IT provider at the time did not offer Avagio's solution, and Avagio's project management approach and documentation was sufficient for Tanners to agree to move the IT support contract to them on the same day. Hence Avagio were able to setup 24/7 monitoring and alerting which has subsequently ensured some potential issues such as disk space were resolved before they could result in downtime.

## Chris Hubbard, IT manager at Tanners says

*"When I first took the IT manager role at Tanners they had one Microsoft HyperV and 2 virtual servers. There was not enough capacity to fulfil the business' IT requirements. We needed to expand the virtual cluster and Avagio's solution of an additional server for additional virtualization was the answer.*

*"Since the additional server and virtualization installation and configuration we have seen massively improved efficiency with the IT system. Previously*

*the system used to crash, was running slowly which frustrated the staff, and it's now running perfectly.*

*"The process for this project was straightforward too. I went through planning phase and spent an evening working on the migration. It was brilliantly easy.*

*I would always recommend Avagio, I have used them for years and recommend them to everybody who needs an IT support and services company".*

**For more information on this, and similar projects, please contact Adam Morris at Avagio 01249 654 871, email [adam.morris@avagio.co.uk](mailto:adam.morris@avagio.co.uk)**

### CONTACT

Avagio, 4A Byron House, Lansdowne Court,  
Chippenham, Wiltshire, SN14 6RZ

Tel: 01249 654 871 [www.avagio.co.uk](http://www.avagio.co.uk)

### AWARDS

