

Mission Critical IT Audit

Critical audit and management of full transition to new windows environment



“...fully appreciating that every business has budget constraints.”

*Pat Moore,
Managing Director – Milmega*

Milmega – World Class Microwave and RF Amplifiers

Since 1987 MILMEGA has been designing, developing and manufacturing solid state high-power broadband amplifiers for commercial and government customers, with over 90% of production being exported. Their broadband amplifier products are renowned for their quality and flexibility, operating reliably in diverse and demanding environments.

Serving the EMC, Communications, Science and Defence markets Milmega are Winners of the Bond Pearce Innovation Award and in 2012, won the coveted Queen’s Award for continuous innovation and development.

The Challenge

PC Consultants have supported Milmega for some years under their Gold support programme. More recently, Pat Moore, MD of Milmega asked PC Consultants to undertake a complete and in-depth audit of their IT assets.

With new operating systems being introduced by Microsoft Pat was aware of the need for these to work alongside the companies own specialist design & testing hardware and critical software.

The question was - should the company go to the trouble and cost of moving to these new operating systems from Microsoft. What were the risks and potential outcomes for Milmega from making the move or simply remaining as they were. As Pat comments *“We trusted PC Consultants and had a good working relationship so it was natural for us to get their input from which we asked them to undertake.”*

The Solution

Initially PC Consultants undertook a complete audit of the 35 PC’s and 3 Servers on site.

Within this they identified 1500 separate pieces of software over a period of three weeks; working on-site and remotely PC Consultants developed a special experiment to bring clarity to compatibility in the companies critical test and R&D departments. System future proofing and alternative approaches were considered to maximise benefits from the investment and also working to minimise any issues identified through the audit review.



Jonathan Thornton MD of PC Consultants working on the new server rack for Milmega

From these initial investigations PC Consultants produced a proposal and plan that moved to upgrade the 3 servers and split the existing software into Mission Critical and Support categories.

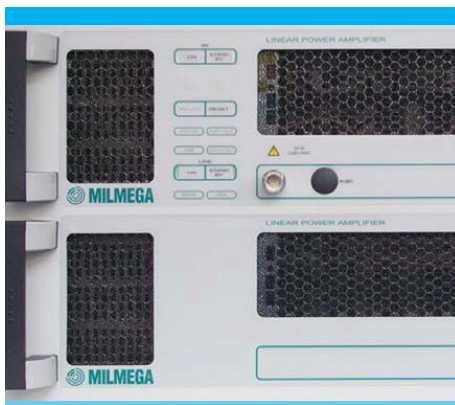
Importantly, PC Consultants looked at each departments individual needs, only recommending upgrading where appropriate, further reducing costs and potential disruption for Milmega. Within this, associated costs and a plan to refine the software to match each users requirements were established. This approach ensured that some staff could retain current Office Applications whilst others would be migrated to the latest operating system environments.

With a clear plan and schedule established and reviewed with Milmega, PC Consultants then undertook the migration. The whole approach minimised and eliminated any potential disruption to individual users and the company overall.

Pat adds *“I think what impressed me most is that the PC Consultants team quickly*

Case Study **Mission Critical IT Audit**

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understood the brief and the context that our software was operating in and that one size does not fit all. They undertook their work in a methodical and analytical fashion and came up with pragmatic and fully costed solutions.”

The Benefits

The approach adopted by PC Consultants ensured that critical systems were migrated effectively without any interruption to business. Costs were minimised by an approach that separated Mission Critical and Support categories, enabling some users to maintain current applications.

System future proofing and alternative approaches were fully considered and presented - maximising overall benefits from the move.

The audit and migration undertaken by PC Consultants have worked to effectively support Milmega as a leading manufacturer and exporter, giving them the confidence in the systems they rely upon in their operations and the support provided by PC Consultants as Milmega’s IT partner of choice.

“They undertook their work in a methodical and analytical fashion and came up with pragmatic and fully costed solutions. They explained risks, for example suggesting system future proofing and alternative approaches, whilst fully appreciating that every business has budget constraints.”

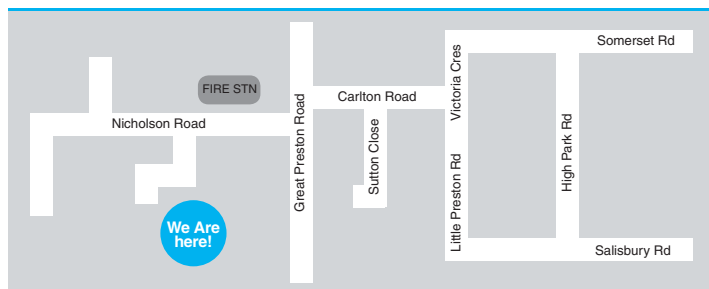
Pat Moore
Managing Director - Milmega

About PC Consultants

PC Consultants is an award winning company that has led the IT support industry on the Island for over 20 years. Providing direct access to engineers who triage all support

calls plus no tie-in agreements and 24x7x365 support as standard, PC Consultants provide a service that is flexible and cost effective to meet the needs of any business and budget;

from their ‘walk-in’ on-demand workshop in Ryde Business Park to fully tailored on-site IT Support delivering a support service built around you.



PC Consultants

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PC Consultants - a company dedicated to defining ‘Best Practice’ in IT Service and Support