

Project Profile

LOVEJOY

IT Infrastructure

IT Installations • Technical Support • Consultancy

"We take comfort in the fact that the system is continually monitored and maintained and that Excitech support teams can address problems with such small impact on the user"

Empowering Workers by Investing in IT

The Requirement

To provide advice and support to leading consultants Lovejoy to underpin its success through enhancing its use of IT.

The Solution

Excitech provided a complete IT review of the existing IT infrastructure. Excitech were then utilised to redesign the network, create specifications for new hardware and deploy this across the company.

The Result

With a managed IT support package from Excitech, Lovejoy are able to ensure that their systems remain stable and that the company continues to be at the forefront of IT.

Lovejoy Partnership Limited is one of the largest international land planning and design practices based in the UK. The practice has offices in London and Birmingham employing a dedicated staff of planners, landscape architects and urban designers. The practice invests substantially and consistently in IT to ensure it remains at the forefront of computer technology for the generation, analysis and presentation of information.

After trading with Excitech for a number of years as a supplier of Autodesk Civil 3D, Lovejoy's Finance Director, Chris Harris invited Excitech to explore whether the IT Solutions department could provide Lovejoy with the advice and support it required to build on its success through enhancing its use of IT.

Following a number of presentations, Lovejoy identified that Excitech was ideally situated to undertake the type of consultancy that the business needed to support its IT vision and subsequently commissioned Excitech to determine the status of the company's systems, identify any risks and prepare plans which also accommodated the

business's plans and IT aspirations. Excitech met this requirement by undertaking a full IT system health check at each office, conducting interviews with key personnel about individual and departmental needs and understanding the company's future business and plans.

Chris Harris recalls that "the IT Systems Consultancy document told me everything I needed to know, including where I was at risk, what my options were and what the level of urgency was for each item. As a decision maker, I was confident that I understood the investments I needed to make in IT and what the pay-back would be."

Excitech worked to re-design the network based on its understanding of leading software technologies from Microsoft and infrastructure solutions from Hewlett Packard. The result was a new streamlined solution which more closely reflected Lovejoy's requirements, delivered increased centralised storage and backup capacity as well as a reduced management and software licensing overhead. With the infrastructure challenges addressed, Excitech and Lovejoy turned their attention more closely to the users' tools. Excitech and Lovejoy worked together to identify the design software requirements of each user and mapped the demands of applications to the most appropriate software editions and computer workstations.

In selecting and specifying suitable products Excitech looked to match components such as workstations, graphics cards, RAM and software products together in logical and professional manner that guaranteed performance and quality. This matching process included reference to approved products' lists, software vendors' recommendations and certifications plus Excitech's own experience.

Lovejoy were quick to recognise that Excitech were adept at undertaking consultancy and specifying suitable technology solutions, however, they were



equally quick to realise that this alone did not prove Excitech as the perfect partner. As a discerning client Lovejoy's expectation of an IT partner also demanded long standing credentials, relevant industry involvement, skilled engineering teams and the presence of a support mechanism. With regard to the ability of the engineering teams, Lovejoy London Director, Christine Cole recently commented on the completion of significant and potentially disruptive engineering works "the project was undertaken in a professional and organised manner, which enabled both offices to continue to operate as normal with immediate effect on the Monday morning". One of the final requirements was for Excitech to provide a support mechanism to meet the new IT infrastructure. Lovejoy chose a fully managed approach which guarantees rapid response to hardware failures, monitoring of the network to safeguard against problems and provides telephone support for software issues.

Chris explained that "As a busy practice, it is important that our staff are empowered with the best work tools we can get. That is why we invested in our IT systems; if we hadn't matched this commitment with appropriate support we could have undone all of our positive efforts. We take comfort in the fact that the system is being continually monitored and maintained and that Excitech support teams can address problems with such small impact on the user."

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