

An integrated approach – business technology powered by intelligence

COAL IT has redefined the delivery of technical services and projects. Our unique approach enables us to provide cost effective, flexible, integrated technical support, outsourcing and consultancy solutions.

Regardless of size or industry sector, organisations can outsource their entire IT support operation to COAL IT, source key personnel or engage us to manage or deliver a specific technical project. This can be undertaken on a fixed contract price, variable contract terms or on a consultancy basis. Our expertise ranges from high-level strategy and project management to change management, from enterprise infrastructure, systems management and complete IT lifecycle management, application packaging and distribution to technical training.

We leverage our partnerships and alliances with leading technology vendors to provide additional benefit to our customers. We have a wealth of experience in delivering complex infrastructure solutions and guide our customers through best practice and compliance issues.

Our consultants apply in-depth knowledge of enterprise computing technologies to your infrastructure needs and ease the transfer of knowledge to in-house teams upon completion of any project. Using client-specific processes, tools and methodologies, we'll provide you with expert on-site consultancy to review designs and processes, and identify the areas or projects that will bring maximum benefit to your business.

We believe that with the strength and creativity of our people, proven processes and methodologies we are ideally positioned to successfully support our customers using tried and tested standard service methodologies in accordance with ITIL practices to ensure a smooth and effective delivery whilst minimising business risks.

The infrastructure that supports these solutions comprises:

- **Central London Technical Lab facility for Product Demonstrations, Proof of Concept & Training**
- **Central London ITIL compliant Service Desk and Network Operations Centre**
- **Central London Logistics Centre 8,000 sq ft**
- **Hertfordshire Logistics Centre 90,000 sq ft**

Enterprise Infrastructure Solutions

As a Microsoft Gold Partner we can help you take advantage of the latest Unified Communication and Online Collaboration tools from the world's leading software vendor to give your business a competitive edge.

We have the skills and experience to design and implement Standard Operating Environments including Microsoft Office 2007, Windows 2008 and Vista, Directory Services such as Active Directory and Back Office Applications including Exchange 2007, SharePoint 2007 and SQL 2007. To complement these enterprise solutions our consultants have extensive experience in the design and implementation of SAN, Blade and Clustering technologies.

“ Working with a partner like COAL IT enabled us to design and implement a best of breed solution, tailored to suit our server consolidation project requirements.

With their expert experience in this field, we were able to deliver a consolidation ratio of 10:1 for our server farm. System performance, monitoring capabilities and dramatically reduced new server provisioning times were also key to the successful delivery of the project. All of these aspects exceeded our expectation during both the testing phase and the successful roll out of the solution.

COAL IT's flexible attitude and willingness to go the extra mile when required, made the difference between us choosing them over one of their competitors to be our preferred partner on this project. ”

ON DEMAND GROUP

Optimising Virtual Infrastructure

COAL IT is a centre of excellence for Virtual Infrastructure and Desktop solutions and one of a select number of consultancies in the UK that specialises in providing VMware, Microsoft Hyper-V and Citrix XenServer solutions.

Virtual Infrastructure solutions enable unprecedented levels of workload isolation and granular resource control for all of the system's computing I/O resources. A Virtual Infrastructure can integrate seamlessly with existing system management software and improve return on investment in shared infrastructure (SAN, network, physical servers). As recognised experts in designing and optimising Virtual Infrastructure we leverage our partnerships with all of the leading vendors in the virtualisation field to help our customers achieve:

- Increased operational efficiency and exceptional consolidation ratios
- Reduced carbon footprint
- Lower hardware acquisition and maintenance costs with rapid ROI
- Vastly reduced requirements for physical space, power and cooling
- Dramatic improvements in infrastructure resilience and server management, including adds, moves, changes, provisioning and re-purposing
- Advanced disaster recovery, business continuity and high availability at lower costs
- Streamlined test and development environments
- Re-host legacy applications
- Secure, manageable enterprise desktops

“ COAL IT's knowledge of application packaging and Altiris Systems Management was helpful to the success of our project. With over 300 applications to package and deploy it was important COAL IT could deliver. We also benefited from their training and mentoring sessions. ”

EUROSTAR

Systems and Asset Management

COAL IT enables its clients to align business and IT through its service orientated approach to Systems and Asset Management. We help our customers to streamline operations, reduce costs and improve the quality of service delivered.

As acknowledged experts in Microsoft's System Center product range, Altiris' IT Lifecycle Management Solutions, Dell OpenManage, HP OpenView, Client Manager and Insight Systems Manager, we design and implement innovative enterprise-wide solutions that reduce the cost and complexity of tracking, supporting and maintaining your corporate assets.

We will provide you with the technology and processes to:

- ✳ **Proactively track and manage your IT assets from cradle to the grave**
- ✳ **Ensure license compliance and harvesting opportunities**
- ✳ **Automate administrative tasks such as patch management**
- ✳ **Create and deploy images**
- ✳ **Roll back desktops and servers to last known good state**
- ✳ **Plan and execute a desktop migration**
- ✳ **Monitor the performance of your network**
- ✳ **Implement an incident management solution that leverages and integrates with administrative tools**

Application Management

Applications sit at the centre of business efficiency and competitiveness. Without an efficient, repeatable application management strategy, the costs and risk associated with managing software in corporate environments steadily increases. It is widely accepted that today, 60% or more of the internal IT budget is spent on business applications.

Whether you are installing applications using traditional methods, or using innovative application virtualisation solutions from Altiris or Microsoft, we can help you answer common questions about applications; How many copies of an application do you have installed? How many copies do you need? Do you have enough licenses? How can you be sure that your applications are packaged to a standard so they can be managed? How can you be confident that your software is updated in a timely, reliable, and repeatable way?

We'll work with you to identify, plan and implement a solution that not only reduces the cost and complexity associated with software rollouts but also improves system supportability and reduces rates of failure. With our own packaging environment, we provide fast, secure packaging, re-packaging and distribution solutions, either on or off-site, to suit your requirements.

Our client-focused approach and willingness to innovate in application strategy means tangible results in reducing your total cost of ownership (TCO) as well as simply making your applications work better.

“ COAL IT undertook a consultancy project to assist Ramsay Healthcare with an AD/Exchange migration project and provided excellent personnel to produce the high and low level design documents. Their consultants are well qualified and delivered everything as directed of them on time.

COAL IT has also worked with Ramsay to provide a POC environment utilising VMware and an EqualLogic SAN. They have also completed a Virtualisation Readiness Assessment, the next step in delivering our virtualisation strategy and were able to articulate a strong, in depth knowledge of virtualisation. They spent time with us to understand our specific needs and helped devise a long term strategy for the business. ”

RAMSAY HEALTHCARE UK

COAL IT working in partnership with...

