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Wendy Perring, MD - PAD Studio

## The Customer - PAD Studio

Hampshire-based PAD Studio are an award-winning team of enthusiastic architects and designers with a passion for design and the environment.

Recently recognised by the Royal Institute of British Architects (RIBA) as Emerging Architect of the Year 2014. They have also received strong interest from both national and international publications and have featured on Channel 4's Amazing Spaces (Series 2) and BBC2's Building Dream Homes.

With an established reputation for gaining planning permissions in challenging situations, they believe quality and value contemporary architecture can be delivered even at the smallest scale and work closely with clients to establish strong relationships, delivering crafted and joyful buildings that surpass expectations and are unique to each client and their site.

## Services used

- Pre Sales Consultancy
- Project Management & Installation
- Email & archive migration
- MS Windows Server 2012 Essentials
- Acronis Access Connect (formerly ExtremeZ-IP)
- MS Office 365
- Sonian Email Archive



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Rubicon Workflow Solutions

### The Challenge

PAD's brief was straightforward: to provide a simple, reliable, cost effective and easy to manage IT solution to cope with their growing team.

They were keen to run a mix of Mac and Windows workstations and to leverage the simplicity and security of Cloud to give them the flexibility they needed as a growing company. Having recently purchased a PC server they were also anxious to protect this investment.

“We approached Rubicon after a recommendation from another architectural firm. Our current email system was not coping with the amount of incoming information into our server set-up and we had been contemplating a move from PC to Mac for some time, but had not found an IT company who demonstrated experience of successfully running PCs alongside Mac with a PC server.

That is until we spoke with Rubicon and they assuredly explained the issues involved in running PC and Mac alongside each other and filled us with confidence from the outset.

It was immediately evident that we would be dealing with professional, friendly and intelligent people. They took the time to understand our business and were genuinely interested in achieving a solution that would work for us now, and grow with us as a business. They also took on board the limitations of our budget and their breakdown of all the costs and the options available helped us to avoid unexpected additional costs.”

Wendy Perring, MD - PAD Studio



### Our Service

**Our onsite engineer liaised fully with the PAD Studio team to project manage the installation and made sure everything ran smoothly. Work times were booked to be convenient with the PAD team and ensure minimum disruption to their environment.**

In the first instance, we upgraded the server to the latest Windows Server 2012 Essentials to allow the studio team to connect remotely to their files and assets using Remote Web Access technology. An internal RAID card and storage were installed to protect business critical data and provide the storage space required for future growth.

To enable the new iMac workstations to play nicely with the Windows Server, Acronis Access Connect was configured to provide fast and stable connectivity to their data with full spotlight search facility – a must for Macs!.

#### Seamless Migration

In the background, using secure and tested procedures, PAD's email was seamlessly migrated into Office 365 for mail, calendaring and contacts services complete with a bespoke Public Folder configuration. Mac and Windows desktops were configured using the latest Outlook for Mac, PC and mobile devices.

An important element of the brief was to ensure compliance with the architectural professional liability legislation that requires 12 years minimum data retention. Legacy email from the on premise Exchange server was ingested into Sonian email archive and discovery cloud service. This captures all inbound and outbound email and offers quick, easy and effective data discovery and retention. Users can also keep their mailboxes to a minimum, safe in the knowledge that an email when deleted can always be retrieved if later required.

In addition, a larger, higher capacity switch was installed to enable future growth and maintain performance levels. A new firewall providing Anti-malware protection with anti-virus, anti-spam, content filtering, IDP, and next-generation application intelligence for total network security completed the installation.

“Whilst we did not go for a complete overhaul as we could not afford it, Rubicon ensured that we did not make short-term decisions. The system that we have selected can be added to as our finances allow and our staff numbers increase.”

**Wendy Perring, MD - PAD Studio**





## The Outcome

Throughout PAD studio were kept up to date by the attending Technician and Account Manager and were able to track the progress of the project and provide essential input using our AutoTask service management platform.

“From making the decision to proceed with Rubicon they have always been professional and kept us informed. They had an enormous amount of work to do behind the scenes as we migrated our email system to the Cloud, and they ensured that this transition went smoothly. Their visits to our office were organised to accommodate our working patterns and ensure the least amount of disruption. Whilst there were a few teething problems, these were much fewer than we had anticipated and the technicians ensured that our queries were always answered quickly and any issues resolved as soon as possible.

We have no hesitation recommending Rubicon to anyone and are confident that moving forward we have found IT experts who will respond quickly and will explain fully what can be both daunting and expensive decisions. At last we feel that our IT is in expert hands.”

Wendy Perring, MD - PAD Studio

