



Case Study

MLA North West turn to NCS to improve an unreliable system

Museums Libraries and Archives (MLA) North West is the regional strategic development agency for museums, libraries and archives in the North West of England. They exist to champion the museums, libraries and archives sector in the North West in order to raise profile and increase investment.



The Problem

Following their move to new offices in Warrington in 2004, MLA North West approached NCS to provide ongoing support for their computer systems. It was identified at this stage that the existing systems were very unreliable and were causing problems for the users on the network. This was compounded by an unsatisfactory response from MLA's former support company.

The Solution

MLA North West compiled an ICT strategy to ensure capital and ongoing revenue investment to enable expansion of the ICT function within the organisation. NCS were pivotal in rolling out this strategy and supported the implementation of a gradual and methodical process of updating and improving the systems. This began with the installation of a Hewlett Packard Proliant file server and replacement of PCs.

Over time, MLA's requirement for sharing information amongst the staff has grown, with the need to access data whilst out of the office becoming imperative. NCS implemented a Microsoft Exchange 2003 server to act as the core component of an advanced, yet flexible and simple-to-use system.

The Benefits

Email and calendar information can now be accessed on the road thanks to the provision of a Blackberry Server and handsets, whilst laptop and off-site employees can access all of MLA North West's in-house systems via a Microsoft Terminal Server.

All of these systems are maintained and supported by NCS using a combination of regular scheduled engineering visits, remote support and monitoring of the multiple servers.



“As a relatively small organisation we have realised an ambitious ICT strategy which now supports our work across the region. NCS have provided tremendous support to us during this time and have been instrumental in providing cost effective and reliable ICT solutions”

*Shirley Bridge, Head of Business Support,
MLA North West*

Key Technologies Implemented -

- Microsoft Windows Server 2003
- Microsoft Exchange 2003
- Microsoft Terminal Services
- Blackberry Enterprise Server
- HP Proliant Fileservers