



Case Study

Updating legacy server for leading blades supplier



The challenge

A leading global supplier of blades for the packaging and processing industries was running on Windows Server 2008, a legacy system which was end-of-life. This meant the operating system was not receiving any critical updates from Microsoft and was **highly susceptible to security risks**.

This could have left the customers system open to **possible cyber-attacks and malware infections**, which can compromise data and put privacy at risk. The customer was also reporting connection issues to CT's service desk team due to outdated security protocols. The customer also did not have any Multi Factor Authentication in place, a method that requires the user to provide two or more verification factors to gain access to a resource such as an online account, which left them more vulnerable to brute force password attacks.

The solution

A meeting was arranged with the customer, a dedicated CT account manager and pre-sales engineer, to get a full understanding of the issues, which would allow the pre-sales engineer to gather information to create an efficient and effective solution for the customer.

Once the proposal of works was accepted by the customer, CT's project team created a **project plan** to ensure all works stayed on track and within the agreed price with the customer. Once created, another meeting was held with the customer before the works began to talk them through each stage of the project plan to ensure they had a **full understanding of the different steps**.

The project consisted of **updating the server to the latest server operating system and office suite**, a new server was created, and the services and data were migrated to the new server. This helped to eliminate the risk of possible cyber-attacks and malware infections as the latest critical updates and patches were applied. As the connection issues were managed the number of service desk tickets was dramatically reduced.

CT also implemented a baseline **Multi Factor Authentication policy** to reduce the risk of the brute force password attacks by external parties helping to keep accounts safe and secure.

Interested in our award winning IT services?

Speak to a member of the team today.

T | 01246 266 130

E | info@ct.uk

ct.uk

