Case Study:
Sevenoaks Borough Council

Sevenoaks
DISTRICT COUNCIL

How **Adapto** delivered seamless Mac device connectivity and visibility to **Sevenoaks District Council**

Adapto

CONNECTIVITY CHALLENGE

One of the busiest departments at Sevenoaks District Council in Kent is the Print Studio which looks after all its design and print work, as well as doing work for external companies. What sets the department apart is that it only uses Macs, but these operate in a purely Windows-based infrastructure. The two don't work well together and this created a real challenge from both a productivity and technology perspective that needed solving.

Stephen is a Technical Support Engineer at Sevenoaks District Council and is part of a team responsible for the IT infrastructure that supports around 400 users across two sites. As such they needed to have clear visibility of all devices and for this reason the four Macs housed within the Print Studio posed a problem. Equally the studio needed to be connected to the network to access files. The current solution was out-dated, unreliable, and needed addressing.

ADAPTO EXPERTISE

With limited in-house resources in the IT department Stephen turned to specialist IT infrastructure services provider, Adapto, to help him tackle the challenge. Adapto has been providing IT solution support services to Sevenoaks for several years.

Adapto provides consulting, design, implementation, and support services to IT infrastructure with specific expertise in the public sector. The company is built on building strong partnerships with the industry's leading technology companies to deliver innovative, flexible, solutions which provide real and measurable benefits to their businesses.

This specific project was managed by its Senior level Architect ICT, Cormac Sloan who began by visiting the studio so that he could get a clear view of the problem.

"We have worked with Adapto on many different projects and while this was the first project that Cormac had been involved in, from past experience we knew that we could trust Adapto to have the specialist expertise, come in and solve the problem." said Stephen.

"We needed a seamless connection between the Print Studio and the rest of the network to ensure there was no impact on productivity and also that we had visibility of our entire infrastructure," explained Stephen.

SEAMLESS CONNECTION AND VISIBILITY

The solution was a combination of BeyondTrust and Microsoft Intune. BeyondTrust provided the bridge to create a secure process that seamlessly connected the Mac and Windows environment. Microsoft InTune enables the management and full visibility of the devices.

"What's great about the solution that Adapto has delivered is that we can now see all of our devices and we can easily push out any policies that need implementing. Furthermore, we can manage all devices

remotely which has been highly beneficial while much of the team have been forced to work remotely during the pandemic."

The council has now connected its iPads to the environment which amounts to approximately a hundred devices. "The solution has not only improved working efficiencies and reduced security risks as we can quicky see if there are any issues that need addressing," says Stephen.

"I know I can count on Adapto to deliver a high quality of work with a level of expertise that is hard to match. While lockdown has posed its challenges Adapto came in and delivered us a solution that matched our expectations and allowed us to scale the solution to include other devices."

Stephen also wanted to emphasise "This solution could work on a much larger scale and there are many organisations who could certainly benefit from this solution so I would urge them to give it careful consideration."

"When it comes to Adapto I have no hesitation in recommending them to others. They deliver a level of technical expertise that is second to none, provide an attentive service and I regard them as one of my most trusted IT solutions partners," concludes Stephen.

ABOUT ADAPTO

We provide consulting, design, implementation and support services for your IT infrastructure. Employing a small, friendly, highly skilled team of experienced consultants, we deliver fit for purpose solutions based on your specific business requirements, on time and within budget. At Adapto our aim is not to sell you specific products, but to understand your business requirements and work with you as a trusted advisor to provide innovative, flexible and reliable solutions to your problems.

We adopt a project based approach, working within a structured delivery framework to ensure the successful implementation of quality solutions and services. Working with our methodology, we consistently deliver solutions that are well designed, built right and supported effectively. We have a wide range of customers across the public and private sectors including local government, NHS, legal, telecoms, media, transport, education and charity.

Our focus is on leading edge solutions incorporating virtualisation, storage, business continuity, security and networking.