

*supporting and securing  
biotech environments*

## Success Story: Data Migration and Network Support

### Summary:

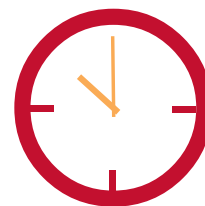
TerpSys migrated an office to a new domain and continues to offer network and help desk support.

### Client: The National Institutes of Health

The nation's primary federal agency for conducting and supporting medical research.

### Objectives:

- To seamlessly migrate an office to a new domain
- To continue to monitor and support the office's new IT infrastructure, including network and help desk issues



response time  
15 minutes or less

### Challenge

In 2004, a division within NIH became an independent organizational unit. The new unit performs research in development and assessment of bioimaging technology.

The unit required technical assistance in migrating their IT infrastructure – including massive amounts of data – to a larger domain. Once their data was migrated, they needed a reliable outside vendor to provide support and maintenance to the network.

What's more, the field of imaging is constantly evolving. As a result, supporting these applications called for a vendor that could constantly monitor and administer updates to meet security and user demands.

### Solution

With over seven years' experience with NIH-specific applications, TerpSys became the division's first choice for migrating data and providing on-site support.

TerpSys began the process with careful planning to ensure a successful migration. First, our team coordinated individual meetings with each end-user to outline what to expect during the process. These meetings revealed each user's special needs.

During the preparation process, the team discovered that the division's users were working on different operating systems. To address these needs, we focused on creating customized workstations in a uniform Windows environment. This measure enabled access to large amounts of data transferred to the new environment. It also allowed all applications used in the previous environment to be fully operational after the migration.

### Results

- Successfully migrated workstations to the new network, ensuring they were all properly configured and running
- Successfully transferred 70 GB of data
- Established the division's first line of support for desktop and network issues, including:
  - Account creation
  - Home drive access
  - NIH Portal issues
  - Help Desk support
  - Critical antivirus updates
  - PDA issues
  - Multiple server management
- Continued on-site support, with priority calls resulting in 15-minute response times, and average non-urgent response times of 45 minutes