



## Success Story: IT Support

### Summary:

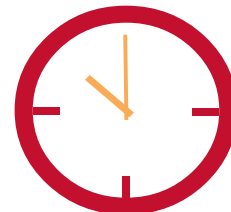
TerpSys provided seamless transition of all IT hardware, software and data for an office move within a tight 48-hour timeframe.

### Client: Oxford University Press (OUP)

The world's largest university press furthers the University of Oxford's objective of excellence in research, scholarship and education by publishing worldwide.

### Objectives:

- A smooth and seamless transition of all IT hardware, software and data, from one building to another, within a 48-hour timeframe
- Trans-Atlantic real-time communication and connectivity



seamless & timely  
IT migration

### Challenge

OUP required office move support for their IT systems, without interrupting normal business operations. The move needed to be completed within 48 hours. To make a successful transition, OUP needed a new desktop and network system to be designed and implemented.

They also required a reliable connection to their main office in Oxford, England, so that staff could access e-mail accounts, share and print files, and manage user accounts.

What's more, OUP used an archaic Manuscript Tracking System (MTS) as one of their critical and proprietary business operations system and, therefore, required a team that could familiarize itself with this system within a strict time window.

### Solution

First, our team researched the most appropriate selection of hardware and software for OUP's needs. Since the staff worked primarily with manuscripts and relied heavily on word-processing software, our team implemented an exclusive Microsoft environment, featuring the latest in Microsoft Office technology.

The team also had to address OUP's special needs: Testing revealed the system was not capable of operating in a faster setting. Therefore, our team acquired a program that would reduce the speed of the local workstation, in order to mimic the original environment of the MTS program.

To establish real-time e-mail connectivity with OUP's servers located overseas, our team configured VPN equipment to ensure our U.S. customers could communicate with their British associates at a moment's notice.

By working flexible hours to participate in trans-Atlantic conference calls, the team was able to anticipate any changes the IT staff in England was planning.

### Results

- Carefully planned and researched OUP's needs, resulting in a smooth move and migration within the 48-hour deadline
- Successfully completed tasks, from migrating a large amount of data, to disposing old computers, without interrupting business operations
- Provided continuous networked and desktop support
- Saved on-site support costs
- A delighted customer:

*"Always available when we need them. Also, they're not here when they don't need to be. It is appropriate service."*

– Mark Leader,  
Managing Editor