

ENHANCED

Technology For Better Business Performance

THE ETCHES COLLECTION



Client: The Etches Collection

Sector: Charity & Not For Profit

SUPPORTING THE PAST WITH THE POWER OF THE CLOUD.

The Etches Collection Museum of Jurassic Marine Life provides the public with an innovative experience of our past. Offering its guests the ability to view a world class collection of fossils with national importance alongside interactive exhibits that take advantage of CGI and Augmented Reality to bring the past to life.

THE CHALLENGE

The Etches Collection knew the importance IT played in the Museums operations and decided to review both its IT setup and Managed Service Provider. They were looking for a partner who could provide a robust service, value for money and most importantly, share the same values.

THE SOLUTION

The Etches Collection assessed several IT service providers and Enhanced were chosen based on an alignment of core values.

Enhanced undertook a review of their existing IT setup at the museum and noted several key security concerns. Action was taken to remediate these utilising as much of their existing setup as possible and deploying new services where applicable.

Enhanced deployed a WatchGuard UTM Firewall to provide perimeter security alongside the setup of Multi-Factor Authentication for access to Microsoft 365.

As a non-profit organisation The Etches Collection were eligible for donated services from Microsoft. Enhanced advised the Museum to move its existing Office 365 subscription to Microsoft 365 Premium as this service provides additional security functions whilst reducing its outgoings.

It was quickly identified that the current on-premise server and remote desktop services were not delivering flexibility to the organisation. This was due to on-going maintenance costs and instability of the internet connection afforded to the remote location of the museum.

Enhanced worked with the museum to understand its file data to determine the suitability for a migration to SharePoint Online and OneDrive included as part of their Microsoft 365 subscription. The engineering team created a new file structure within SharePoint and migrated the existing data to best utilise the benefits of the service. This was deployed alongside the 'Files on Demand' function to ensure critical files would be available to users should the internet connection fail and provide a user-friendly experience.

Whilst Office 365 is a resilient platform, it's important to ensure a backup solution is in place. Enhanced implemented Carbonite's Office 365 backup product to provide restore capability, should data be deleted. Enhanced provided interactive onsite user training to empower staff to use the collaborative functionality of Microsoft 365 effectively.

THE RESULTS

Following the migration of the Museums data and service to Microsoft 365, The Etches Collection found themselves working from home in accordance to the government lockdown enforced by the 2020 Pandemic. The new toolset and adoption training enabled the charity to maintain administration and contact between its staff whilst its facilities were closed to the public.

THE BENEFITS

- **Managed Support Provider to act as trusted advisor**
- **No large hardware refreshes every 3-5 years**
- **Resilient and secure service provided through the Microsoft Cloud**
- **Native remote access to file data without complications of a remote desktop**
- **Automated backup solution**
- **Better utilisation of Microsoft Donation Programme**
- **Improved collaboration through Microsoft Teams and Yammer**

"We switched to Enhanced as we wanted a professional, reliable & good value IT solution for our charity. The service and advice we have received has been exceptional. Enhanced have integrated and streamlined our systems so that they work for us and we can use our time where it matters most in the museum. They have found additional support, software & licencing for charities and are always there to help whenever we need them. I wouldn't hesitate to recommend them to charities & businesses alike."

Rachael Harris
Museum Manager, The Etches Collection

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