

## **Cornelia Care Homes**

### **Company Profile:**

Cornelia Care Homes offers care for the elderly in the South of England. Since 1998, Cornelia has grown from just one to Eleven care homes in locations stretching along the south coast.



Recently Cornelia Care Homes has undertaken a multi-million pound refinancing project providing opportunity to further upgrade and develop their existing facilities whilst investing in new technologies and projects. This included moving their head offices to Bridge House in Wickham; a period property providing a unique office environment along with unique technical challenges.

### **System Overview:**

Cornelia's systems were dependent on an aging central server running home office technologies. With an increasing dependency on IT to support daily business processes there was a growing need to implement a more resilient system. Other issues to be addressed included backup reliability, remote access policies and virus/security protection.

The main relocation project required careful planning. FutureOak upgraded all systems over a single weekend ensuring that all data and services were back in place ready for Monday morning. The tasks completed included

- Supply and installation of new server system
- Structured cabling network installation
- Installation of file, application and email server systems
- Active Directory design and configuration
- New backup system installed and configured including offsite backup rotation
- Supply and configure industry leading firewall, manage ISP migration
- Migration of data from old server
- Centralisation of all existing e-mail from PCs to Exchange
- Configuration of VPN and home worker tools for remote access
- Upgrade or replacement of older workstations

### **And now...**

Cornelia Care Homes now has confidence in their office systems. Server uptime has been 100% since the installation six months ago. Remote working systems are now being commonly used by a range of employees, and a centralised document management system is being made available to each care home. A comprehensive automated backup system ensures that all data is safely maintained.

FutureOak continues to provide ongoing helpdesk services to all Cornelia sites (14 in total). We utilise a range of remote management tools combined with onsite visits fixing the majority of problems in less than 1 hour. Cornelia continues to invest in their infrastructure through FutureOak by implementing an ongoing improvement program designed to provide maximum return on investment.

### **Testimonials:**

"FutureOak has helped my Company move into the next generation of IT, saving an enormous amount of time and installing confidence into my management team. Cornelia Care Homes has recently moved office to add to the problems that moving brings, but I must say, with the help of FutureOak, at least the IT elements were made to be painless, and I know that RBS (our Supporting Bank) was delighted to see a minimal down time on our systems. Thank you Gavin for a truly great system configuration, from all of the management team and supporting companies." **Mr Stephen Geach, Owner Director, Cornelia Care Homes**