



CASE STUDY

Norville



About FluidOne

At FluidOne, we are proud to be an award-winning Connected Cloud Solutions provider that's consistently achieving one of the highest Net Promoter Scores (NPS) in the industry. Our own national fibre network, Platform One, underlies each of our services and is the most connected network in the UK. Our services cover connectivity, SD-WAN, cyber security, IT & cloud managed services, mobile & IoT, UCaaS and CCaaS.

We design tailored solutions to help each of our customers and partners digitally transform their IT and communications. We combine the services of our specialist partners in cyber security, IT managed services, and UC with our unparalleled connectivity to create multi-cloud and multi-connected environments that are secure and safe for them to use.

About Norville

The Norville Group continues as an independent family owned business, based in Gloucester in the South-West of England. Their spectacle lens supply business was established over 60 years ago and is constantly being modernised to meet today's changing technology. Norville operate a network of nationwide laboratories, in addition to the Gloucester hub, at Bolton, Edinburgh, Harrogate and Seaham.

For more information, go to www.norville.co.uk

Norville gains operational efficiencies thanks to new virtualised IT platform from FluidOne

The Norville Group is a leading UK based, Ophthalmic Manufacturer and Supplier to the world-wide opticians and laboratories industry. The company with five branches and 250 employees nationwide supports a growing export market for lenses, frames and equipment which includes some of the world's largest ophthalmic brands.

Norville has been expanding its investment in IT over the last 25 years, to meet the demands of an increasingly sophisticated supply chain and keep it at the forefront of new and innovative lens technology. With the steady expansion of its products and services, this investment has supported a growing number of bespoke product design software applications and utility programs.

As its hardware and software requirements became more complex and IT even more business critical, Norville decided the time was right to find a reliable and reputable IT services provider who could help it with ongoing upgrade and project work.

Paul Salmon, Norville's IT Systems Manager, said: "Having thoroughly researched potential providers, we were really impressed with FluidOne's depth of knowledge, experience and professionalism and felt they were the best match to meet both our current and future requirements."



The Challenge

The Norville Group's original IT infrastructure consisted of a range of individual legacy servers, totalling around 20, with each managing different areas of the company's network and system processes. Although these had been performing very well for many years, the company began to notice gradual wear and tear in a number of its machines. They realised that these would need replacing if they were to maintain the high levels of service reliability that their customers had become accustomed to.

Following consultation with FluidOne, it was suggested to Norville that they could cost effectively enhance the overall efficiency and management of their IT infrastructure by consolidating their existing server units into a virtualised environment.

"Due to the mission critical nature of our manufacturing systems, we needed a provider that could move our entire IT infrastructure from one built on an older Windows based architecture to a more resilient, robust and highly scalable one. We also needed the installation to be smooth and not adversely affect our production levels. FluidOne's recommendation to move to a virtualised platform met our needs perfectly."



The Solution

FluidOne project managed and executed the transition to a virtualised environment. Following this Norville were soon benefitting from two new VMWare servers, the upgrade, installation and configuration of new SQL clustered servers, a new MS Exchange server and the expansion and reconfiguration of a Storage Area Network (SAN) repository. With the two new VMWare servers now each “capable of” managing ten of its original legacy server units, Norville has gained a more resilient and robust IT infrastructure. This combined with the new SQL cluster environment, has given them full failover capabilities. Its decision to run a new MS Exchange server across a virtualised platform moving away from a PC based e-mail system, has improved performance and enabled new users to be added quickly and easily. In addition, with a centrally based and reconfigured SAN now servicing both VMWare server hosts, Norville’s data management is significantly enhanced.



Result

Since it first began working with PSU in 2006, Norville has continued to be impressed with the company’s knowledgeable and hands on approach.

“The FluidOne team are really helpful and always on hand to provide support whenever we have needed it. Their value added approach has also been hugely beneficial. They’ve offered advice on aspects we may not have considered before, and suggested different approaches to solving a particular issue - based on sound technical knowledge and a deep understanding of our IT strategy.”

Thanks to the virtualisation of its IT infrastructure, Norville stands to make significant savings through reduced hardware support costs, lower maintenance bills and less power usage. In addition, the benefits of having a leaner and easier to manage IT infrastructure will help the company going forward.

“The virtualisation and upgrade work has helped us to enhance system efficiencies considerably and we are already benefitting from a more integrated approach to communications throughout the Group that will help us significantly in the future.”



Get In Touch

We are here to help and with our expertise, we can recommend the right product for your business.