Knowall Case Study

English National Opera

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PRIVATE CLOUD COMPUTING

The English National Opera needs no introduction. From their humble beginnings in 1898, the English National Opera has become one of the most well known and respected opera houses in the world.

The English National Opera has over 400 PC's in their network which extends around the world, the majority of which is located at the Opera House at the London Coliseum. Apart from the general day to day function of their IT infrastructure, one of the most important functions of Information Technology for ENO is to ensure that their shows run as scheduled without fail. This means that their global ticket sales network needs to run without fail. ENO's IT manager, Hardeep Mlait, knew that he needed to work with a reliable and knowledgeable IT company to support their needs. "Having worked with Knowall in the past, there was no one else that could match their level of expertise, focus and level of customer service" said Mlait.

Over the past 3 years Knowall have provided the English National Opera with consultative advice, high level technical expertise on and off site and ad hoc holiday cover for technical staff when required.

Project Knowall have worked on:

- Migration of 400 mail boxes from Exchange 5.5 to 2003

- Provision of Cerberus Anti Spam services 400 mailboxes

- Staffing

- Emergency support

- Watchguard Firewall Maintenance