



## UK Atomic Energy Authority Drops Novell in Favour of New Operating System

### Overview

**Country or Region:** United Kingdom

**Industry:** Utilities

### Customer Profile

The United Kingdom Atomic Energy Authority, which pioneered development of civil nuclear energy in the United Kingdom, employs 2,300 people, and is leading research into fusion energy.

### Business Situation

In 2006, the authority decided to change its Novell-based infrastructure because of an increasing need for system and applications integration. It also wanted to find another strategic partner for future IT development.

### Solution

Computacenter Services used the Microsoft® Infrastructure Optimisation Model to demonstrate the benefits of migration to a Microsoft system based on Active Directory® directory services and Microsoft server management technology.

### Benefits

- Huge cost savings over Novell.
- Better services for information workers.
- Easier estate management.
- Improved service through partnership connections.

“Through the business case, we saw that the infrastructure would be better and more cost effective to operate once we migrated to Active Directory and Microsoft technologies.”

Chris Broad, Head of ISaT, UK Atomic Energy Authority Group IT Service provider

The United Kingdom Atomic Energy Authority (UKAEA), the pioneer of civil nuclear energy in the United Kingdom, has a key role in restoring the environment of nuclear sites and leading research into fusion energy. In 2006, it decided to replace its existing Novell infrastructure to improve operations and develop a cost-effective technology roadmap to help the authority benefit from new and emerging technologies. Working with Microsoft® Gold Certified Partner Computacenter Services, the UKAEA used the Microsoft Infrastructure Optimisation Model to prove the benefits of migrating to a Windows® operating system with Active Directory® directory services and Microsoft systems management servers. As a result, the UKAEA had no need to invest in its Novell resources to upgrade its current system because Active Directory provided improved security and a lower total cost of ownership.



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## Situation

The United Kingdom Atomic Energy Authority (UKAEA), which pioneered development of civil nuclear energy in the United Kingdom, is now restoring the environment of nuclear sites and leading research into fusion energy. The authority, funded largely by the Department for Business Enterprise and Regulatory Reform, employs 2,300 people at five sites—Culham, Dounreay, Harwell, Windscale, and Winfrith. It needed to replace its largely Novell-based infrastructure, which also included older versions of Windows®, with a modern operating system.

Chris Broad, Head of Information Systems and Technology Department (ISaT) at the UKAEA Group IT Service provider, says: “We were a 10-year Novell shop, but our more commercial business model, brought about by change in the industry, was driving us towards seeking better and more cost effective IT solutions. IT is fundamental to our productivity and business continuity. But, by 2006, it was costing us too much. We realised we needed to improve operations, stabilise IT costs, and reap benefits from new and emerging technologies.”

The climate for change has been helped by a reorganisation of the nuclear decommissioning industry under the recently formed Nuclear Decommissioning Authority, which is encouraging a more commercial outlook. The UKAEA is a major player. Since the early 1990s, the UKAEA has completed more decommissioning work than any other organisation in Europe, and has had considerable success in regenerating former nuclear sites for commercial uses.

The UKAEA ISaT manages 3,500 Windows devices across 23 locations in the United Kingdom. One of its first requirements was to commission a full audit analysis of its existing assets from Microsoft® Gold Certified Partner

Computacenter Services, which has been working with the authority since 2002.

Andrew Goddard, Platforms and Operations Technology Leader, Computacenter Services, says: “It became clear that the UKAEA was spending a considerable amount of money using dual systems with some 287 physical servers. It was becoming a major headache to manage. We concluded that there was a great deal to gain from standardisation and a complete migration to a single operating system.”

By 2006, two options emerged—the authority could either refresh the Novell estate onto the Novell Linux environment, or migrate to a single Microsoft environment. In making its decision, the authority followed Office of Government Commerce procurement rules. Computacenter Services brought in Microsoft to help the company build a business case for change, through a needs analysis based on the Microsoft Infrastructure Optimisation Model (IOM). The IOM is a self assessment tool that helps customers understand and subsequently improve their IT infrastructure, and describes what that means in terms of cost, security risk, and operational agility.

## Solution

In partnership with the UKAEA ISaT, Computacenter Services designed a new infrastructure based on Windows Server® 2003 operating system and Active Directory® directory services for central authentication and authorisation of the new Windows-based computers. The complete migration began in the third quarter of 2006 and, when completed, will result in a significant reduction of physical servers, some of which will be virtualised.

On completion, ISaT will decommission the remaining technology from Novell and VMware, and the UKAEA will reap the full benefits of standardisation. The suite already

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Jonathan Clarke, Microsoft Business Manager

includes Microsoft Systems Management Server 2003 and Microsoft Operations Manager 2005 for easier administration of the estate. The roadmap devised by Computacenter Services and Microsoft includes the possibility of migrating to Windows Vista®, the 2007 Microsoft Office system, Microsoft Office SharePoint® Server 2007 and Microsoft Office Communications Server 2007.

Jonathan Clarke, Microsoft Business Manager, says: “Using the Infrastructure Optimisation Model allowed us to build a roadmap that clearly showed that the Microsoft system was the most cost effective and flexible solution. A Professional Desktop Enterprise Agreement with numerous other products then became the logical commercial vehicle, along with a Microsoft Services Premier Support Agreement, to support the great work being done by Computacenter Services and the UKAEA.”

The roadmap is now supported by a professional desktop Microsoft Enterprise Agreement, which is being managed and supported by Computacenter Services and Microsoft Services through a Premier Support contract.”

### Benefits

The UKAEA considered open source alternatives to a Windows migration. It came down in favour of Microsoft because the study concluded that Windows Server 2003 was more reliable, cost effective, and easier to manage. The IOM helped benchmark the proposed solution against current performance. A leading Microsoft partner in Computacenter Services, with its excellent understanding of the government sector, managed the implementation work to the customer’s satisfaction.

### Optimisation Model Shows Huge Cost Benefits over Novell

With increasing pressure to reduce costs, the UKAEA decided to migrate from Novell to Microsoft due to the results of the IOM. The IOM study benchmarked the total cost of ownership before and after the implementation, and demonstrated the potential savings to be made with the new solution.

Broad says: “It was entirely logical, in theory, to share services between our sites and move to a single infrastructure, but we needed the confidence to do so. Through the business case, we saw that the infrastructure would be better and more cost effective to operate once we migrated to Active Directory and Microsoft technologies.”

### Improved IT Services for Information Workers

The Microsoft technologies make it easier for administrators to add other third-party products, giving information workers greater access to new ways of working, remote access from any location, and collaboration technology.

Broad says: “We are enjoying much better security with the new infrastructure and better protection against virus attacks. It also helps us better manage our estate, and deploy new applications in a more efficient manner. The reliability of our systems and the integration capabilities is a huge asset, especially for a business that operates 24 hours a day, seven days a week, and cannot afford downtime.”

### Administrators Find it Easier to Manage the Estate

With a significant reduction in the number of physical servers and the potential for a number of virtual servers, it is now far easier and more cost effective to manage the estate using remote management with Systems

## For More Information

For further information about Microsoft products and services, please visit [www.microsoft.com/uk](http://www.microsoft.com/uk)

or call 0870 60 10 100\*

For hearing impaired customers with a Minicom, contact: 0870 50 30 400\*

\*Lines are open 8am–6pm, Monday to Friday. Please note, numbers prefixed 0870 will be charged at national call rates. For details of national call rate charges, please contact your telecommunications provider.

For more information about Computacenter products and services, call +44 870 240 7757 or visit the Web site at: <http://www.computacenter.com>

For more information about UK Atomic Energy Authority products and services, call +44 1235 820 220 or visit the Web site at: <http://www.ukaea.org.uk>

Management Server 2003 and Operations Manager 2005. “It is too early to say how much we have saved so far,” says Broad. “But we expect the migration to reduce our base costs. Our business strategy for IT is to do selective outsourcing by projects. There was absolutely no point in our investing more resources in Novell as an authority when Active Directory could do a better job at a much lower cost.”

### **Building Partner Connections to Improve Service**

The new Microsoft Enterprise Agreement for the desktop estate includes Premier Support with a dedicated Microsoft technical account manager (TAM). This gives the UKAEA the best of both worlds because the TAM supplements the ongoing IT services support already provided by Computacenter Services. The TAM will also help the authority in its plans to migrate to the 2007 Office system.

Broad says: “Computacenter Services quickly proved its credentials as a responsive and knowledgeable provider, and we were happy to extend its role into the area of enterprise IT services. Our own IT staff worked very closely with the Computacenter team in the delivery of this project.”

## Microsoft Server Product Portfolio

For more information about the Microsoft server product portfolio, go to:

[www.microsoft.com/servers/default.aspx](http://www.microsoft.com/servers/default.aspx)

### Software and Services

- Microsoft Server Product Portfolio
  - Windows Server 2003
  - Microsoft Operations Manager 2005
  - Microsoft Systems Management Server 2003
  - Microsoft Office SharePoint Server 2007
  - Microsoft Office Communications Server 2007
- Windows Vista
- Microsoft Office
  - 2007 Microsoft Office System
- Technologies
  - Active Directory