

South Ayrshire Council

South Ayrshire Council serves a population of over 110,000 people in an area that includes both urban and rural environments. Its principal towns include Ayr, Alloway, Girvan, Maybole, Prestwick, Symington and Troon.



Solution required

South Ayrshire Council is embracing flexible and remote working to help improve operational efficiency and enable employees to work more closely with the people the Council serves.

The Council wanted to improve the way email worked for 21,000 users in the education service, including pupils at local schools. The aim was to improve accessibility and security, as well as ensuring the curriculum would be supported fully by a 'web app' rather than using the older Outlook Web Access system previously used by pupils.

Applications utilised

Exchange 2010 Server

Solution delivered

Exactive reviewed South Ayrshire's needs and recommended the upgrading to Exchange 2010 as the means of guaranteeing a high-quality email communications solution, combined with a general upgrading of the Council's communications system.

The new system brings a far more integrated and useful email solution to Council employees, and also to thousands of school students across South Ayrshire.

The introduction of Exchange 2010 coincided with a major upgrading of the Council's communications infrastructure, making sure South Ayrshire was well equipped for the heightened demands of future public service provision.

Client comment

"This has been an important challenge, as it involves moving more than 20,000 users over to the upgraded system, including Council personnel and students in all of our schools in South Ayrshire.

"We have learned a few lessons along the way, such as the need to maintain a high specification of hardware, for example



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**John Porter,
Service Development Manager,
South Ayrshire Council**

the addition of memory to our servers to cope with more modern applications and higher use.

“Exactive has been extremely helpful in assisting us in the assessment of need as well as the provision and implementation of solutions.”

**John Porter, Service Development Manager,
South Ayrshire Council.**

Exactive comment

“This project was carried out in tandem with another communications project for South Ayrshire Council, and it was very important to make sure that we could operate both in parallel, with minimum disruption to the users.

“In such circumstances it is vital that we work closely with the client, and this has been the case at South Ayrshire. We communicate with each other every step of the way, in order to bring the project home as smoothly as possible and with a minimum of fuss.

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Robert Hutchison, Director, Exactive.

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Top Reasons to Upgrade to Microsoft Exchange Server 2010

Reduced deployment cost

Exchange Server 2010 helps you reduce costs by addressing common infrastructure requirements such as backup, email archiving, mobile email access, and voice mail with no need for third-party tools.

Simplified high availability and disaster recovery

Exchange Server 2010 introduces a simplified approach to high availability and disaster recovery to help you achieve new levels of reliability and reduce the complexity of delivering business continuity.

Easier administration and decreased dependence on the help desk

Exchange Server 2010 provides new self-service capabilities to help users perform common tasks without calling the help desk.

Greater mobility and flexible access

Exchange Server 2010 offers an enhanced universal inbox experience, which provides your users with access to all of their business communications from a single location.

Decreased inbox overload and increased productivity

Exchange Server 2010 adds new productivity features which help your users organise and prioritise the communications in their inboxes efficiently.

Transformed voice mail

With Exchange Server 2010, users can receive their voice mail messages in their inbox with text preview.

Simplified compliance

Exchange Server 2010 delivers new integrated archiving functionality to help simplify compliance and discovery.

Safeguards for sensitive information

With centrally managed and enforced information protection and control capabilities, Exchange Server 2010 makes it easy to encrypt, control, and moderate your company's communications.

Reduced risk of malware and spam

Exchange Server 2010 actively helps protect your communications through built-in defenses against junk email and support for an array of third party security products.