

"Thanks to Telanova we made the right decision and the whole process was seamless – no down time at all. We now have a far more sophisticated, reliable solution at a lower cost."

Chris Neil, Director of IT and Head of Student Recruitment

Customer: CNELM

Web: www.cnelm.co.uk

Country: UK

Industry: Education

Products/Services

- Google Apps
- IT Support

Benefits

- Improved email communication
- Improved disaster recovery
- The ability to open attachments in the web browser without having to upgrade or install more applications
- Access via smart phones and tablets
- Integrated contacts and calendar
- Secure remote access for staff working from home



IT Specialists, Telanova, help CNELM to improve email communication and document accessibility across multiple platforms.

The Centre for Nutrition Education and Lifestyle Management is the 'home' of recognised Nutritional Therapy, Nutritional Science and NLP Life Coaching Courses. With 80-90% of its nutrition courses also accessible online from the video lecture facility, the centre offers 200+ students worldwide the flexibility of learning from home.

The Challenge:

CNELM's existing administration server was due to be upgraded or replaced to keep up with capacity and security requirements. At the same time the centre was reviewing its email requirements for staff and students. Factors influencing the decision making process included:

- The need for a consistent and secure environment
- The need to reduce the current in-house IT infrastructure
- A desire to reduce maintenance costs
- Improved disaster recovery processes
- The need to move staff email from the in-house Exchange server to reduce load on the administration network
- Requirement for more modern features/applications to satisfy the needs of staff and students in today's 'always connected' world

Chris Neil, Director of IT and Head of Student Recruitment said "*this whole process was made simple for us by Telanova's ability to understand our needs. Unlike other IT providers, they presented us with options and recommendations – they were open and honest in their approach and with their advice. We felt empowered and in safe hands right from the start.*"

The Solution

Together with its IT Provider, Telanova, CNELM reviewed numerous migration options and elected to go with Google Apps for both student and staff email.

The centre, under the watchful eye of Chris Neil, put its trust in authorised Google Apps reseller and migration specialist, Telanova who:-

- Took away all the hassle of migrating to the new application
- Set up the Google Apps system
- Set up all the staff and student accounts
- Migrated all the mail previously received to CNELM's new mailboxes
- Seamlessly switched email delivery to the new system.

"Naturally, we were worried about the migration process with some 400 students and staff needing email and remote access throughout the day, however, the changeover with Telanova at the helm was quite literally seamless with no down time at all" added Chris.

The Benefits

Telanova succeeded in improving email communication for both staff and students and in doing so made considerable savings. CNELM has achieved more for less due to Google's FOC services to educational establishments.

Benefits include:-

- The ability to open attachments in the web browser without having to upgrade or install more applications
- Access via smart phones and tablets
- Integrated contacts and calendar
- Secure remote access for staff working from home without additional cost or technology
- Improved disaster recovery

Chris concludes "*We'd like to thank Telanova for their forward thinking. We now have a far more sophisticated, reliable solution at a much lower cost. We are already reaping the rewards of great functionality with improvements to our administration processes.*"