

National Portrait Gallery



OVERVIEW

Founded in 1856, the National Portrait Gallery remains a national treasure. They work tirelessly to promote the appreciation and understanding of the people who have made and are making British history and culture through the medium of portraits. Due to a ceasing of support from Microsoft, the National Portrait Gallery needed to upgrade from Exchange 2010 to Exchange 2016. The project had stalled internally, and with a hard deadline driven by the business, they turned to enablesIT for help.

THE CHALLENGE

There was an extremely tight timescale of just two weeks from kick-off to completion, managing change through a large organisation.

It was agreed that enablesIT would focus on the migration, with National Portrait Gallery staff managing the user experience. Communication was vital throughout the project, both between the companies and the companies' users.

THE RESULTS

Our trusted approach ensured a smooth transition from one platform to the next, with no delay or downtime for client communications throughout the works.

Our specialist knowledge of backups and server installations, and configurations also allowed us to assist throughout the upgrade process.

We delivered to a high standard, and our consistent communication with the team at the National Portrait Gallery strengthened our working relationship and minimised business impact.

We completed all agreed work within the tight timescales, enabling the customer to retire all legacy servers, improving their security and support moving forward.

CLIENT TESTIMONIAL

“The National Portrait Gallery operates a small in-house IT team and for over 8 years we have used enablesIT to provide additional support. During this period enablesIT have proven themselves repeatedly, going above and beyond what was expected of them to help us out and to tackle any major incidents that have occurred.

It is a source of reassurance to know that we have enablesIT supporting the Gallery and I would highly recommend them.”

Wayne, Head of IT, National Portrait Gallery