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Andrew Guy, IT Manager,  
Kingston Smith LLP

Client: Kingston Smith LLP

## New IT infrastructure saves time and improves efficiency

***Rated among the top 20 accountancy firms in the UK, Kingston Smith LLP has been established for over a hundred years with 52 partners and over 450 staff spread across six locations in and around London. The firm provides specialist advice for entrepreneurial businesses, not for profit organisations and private individuals.***

### Challenges

Kingston Smith faced the challenge of standardising and centralising their infrastructure to one location. Their previous infrastructure consisted of six traditional local area networks with staff working independently at each location. There was also the need to maximise efficiency on chargeable activities. With no substantial investment in IT for ten years and a lack of IT resources to support chargeable staff, the firm faced:

- Long delays and limitations in accessing information
- Partners and staff working from different locations could not easily traverse offices and work on their own data without substantial reconfiguration of PCs
- The deployment of applications/updates was very difficult and time consuming
- Highly paper-intensive workplace
- Time intensive management of back-ups and issue resolution across six locations
- Continuous ‘fire fighting’ of IT issues
- The systems had a highly mixed infrastructure and client devices (Novell, NT, Win 95, Win 98) over six locations
- No control of desktop environment

### Solutions

Tikit’s Network & Integration services division helped Kingston Smith resolve these IT issues and freed staff to focus on core chargeable activities. The answer was to integrate their IT infrastructure by implementing a thin client environment using Citrix over a Wide Area Network (WAN). All existing data was migrated and the solution was rolled out in a controlled manner to minimise disruption and downtime.

Citrix centralised data and program files to one main location, which meant that there was no need to replicate expensive resources from office to office. All their

## About Tikit

Tikit is the leading independent provider of IT consultancy, services and software to legal and accounting firms. Tikit’s clients in the UK, Europe and the United States include more than 90 of the UK’s top 100 law firms, 20 of the top 50 US law firms and 18 of the top 50 UK accountancy firms. Headquartered in London – and listed on the London Stock Exchange (AIM:TIK) – Tikit combines in-depth knowledge of the business needs of legal and accounting firms with a unique capability to plan, implement, integrate and support virtually all of the IT requirements of a modern legal or accounting practice.

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## New IT infrastructure saves times and improves efficiency – continued

data, information, support, back-ups and key IT equipment can now be centralised, and applications installed, updated and delivered more quickly and easily, minimising the loss of chargeable time.

Citrix provided a 'controlled environment'. Standardising the system allowed for centrally administered changes to reach all six offices easily and efficiently. Staff can now access the same information anywhere, anytime, on any internet-ready device. Support staff can monitor and pro-actively manage the system as all core servers and systems are located in one physical location.

Andrew Guy, IT Manager, Kingston Smith LLP, says: "We have relied on Tikit to not only support our new centralised IT infrastructure, but also to partner with us in our quest to solve our strategic IT issues."

### Results

- Increased efficiency on chargeable time
- Access to information anywhere, anytime
- IT staff no longer 'fire fighting' IT issues
- Applications centrally deployed from one location, reducing downtime
- 75% reduction time in back-ups
- Highly centralised and standardised IT infrastructure

Once the Citrix 'farm' was successfully implemented and running from one central location, Kingston Smith experienced considerable benefits. Kingston Smith will save on future capital expenditure with long term results that allows staff to focus on core chargeable activities.

The solution included a system with a standard user desktop that is accessible from any office or remote connection. Remote access is achieved through a secure Virtual Private Network (VPN) internet connection to provide full or partial access to their systems, networks, information and data stored on the central servers.

Citrix has saved time deploying software to its end users. Before Citrix, this would require a staff member to visit each workstation, at each office location, often taking up to a week to install. This can now be achieved in a couple of hours. The Citrix infrastructure allows partners and staff more free time to carry out work-orientated tasks with a greater chargeable time.

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"Tikit has provided training and support to Kingston Smith IT staff to provide them with the resources for quicker response times. The result has been the resolution of minor IT issues experienced by staff at all levels. Citrix allows us to shadow users' screens and assist with other software. Previously it was a burden trying to educate users 'blind' without the ability to shadow their sessions."

In the event of any major IT issue, Tikit can be contacted quickly and has the ability to investigate, diagnose and fix hardware, network and operating system issues with the minimum delay and downtime allowing staff to focus on their core business.

### Conclusion

With a new centralised IT infrastructure providing many efficiency and time saving benefits to the entire practice, Kingston Smith remains a satisfied and valued client. "I wish we had made the decision to use Tikit a long time ago!" says Smith.



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### About Kingston Smith LLP

Kingston Smith is a fast-growing top 20 accountancy firm. With 60 partners spanning seven offices across London and the South East, the Kingston Smith Group supports entrepreneurial businesses, private individuals and not-for-profit organisations across a number of sectors. Kingston Smith promises all clients a fundamental knowledge of their business and their marketplace. The firm promises a team of dedicated professionals with the commercial sense needed to help clients meet their goals. And it promises to keep an eye on the bigger picture, watching out for industry developments, legislation and new opportunities.

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