



A CANCOM COMPANY

MSC Case study

Making better connections

With our expert help, the UK arm of shipping giant, The Mediterranean Shipping Company, made unreliable, slow Remote Access a distant memory. Operations, sales and marketing teams now quickly access systems and applications around the clock on any device.

Faster

Quicker, Remote
Access

“OCSL’s knowledge and experience has been invaluable. Remote Access is so easy to install and use, which means more of our users are now willing to connect in remotely.”

Lyndon Firman, IT Infrastructure Manager
Mediterranean Shipping Company (UK) Limited

Goal

Create robust, scalable Remote Access using Citrix

Service

Consultancy and Implementation

Outcomes

Faster Remote Access
Simpler, quicker software installs
Robust disaster recovery

🌐 ocsl.co.uk

☎ 0845 605 2100

✉ marketing@ocsl.co.uk

Head Office

East House, New Pound Common
Wisborough Green, West Sussex
RH14 0AZ



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Technology overview

Remote Access Citrix Solution

- Citrix XenDesktop 7 App Edition Enterprise for desktop & application delivery
- Citrix NetScaler VPX for secure remote access
- HP ProLiant DL380p Gen8 Server hardware

A fresh approach to mobile working

To achieve their goal of anytime, anywhere working, Remote Access needed to be a robust reality for 600 UK staff interacting with 155 agents and customers around the world. Existing, dated software was slow and frustrating to use. With over 200 routes, communication with colleagues and customers needed to be swift and efficient. On-the-go access to email, storage files, the main system and bespoke applications needed to be faster and more reliable. Impressed by OCSL's expertise, MSC UK asked us to come up with an alternative to their existing dated software.

A fresh perspective

In just four months, we designed, implemented and tested a brand new virtual desktop solution. Given previous levels of user disappointment, the implementation needed to be faultless. Our expert team made sure each stage of the project was thoroughly tested before moving on to the next. We looked beyond the immediate Remote Access challenges to Disaster Recovery. In the event of a system failure, it's now business-as-usual. Users are transferred to a backup site with absolutely no loss of service. We made sure knowledge transfer was seamless, working openly and transparently with the IT team at MSC.

A better answer

With our help, offering excellent customer service is now possible. Drivers log delivery signatures promptly on PDS devices, haulage users and ships planners access the information any time of day or night and sales teams can provide timely quotes. Their IT team no longer has to fire-fight Remote Access issues on a daily basis and users actively request access to the new software. With our broad knowledge of virtual desktop, virtualization technologies and hardware we were able to deliver the robust Remote Access MSC UK needed.

Let's put our heads together

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