



Hawkins Construction

Hawkins Construction has growth in MIND

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To run one of New Zealand's fastest growing construction companies requires a reliable information and communications technology (ICT) infrastructure.

With more than 50 years experience, Hawkins has been providing technical and professional expertise to build complex projects for a variety of clientele, including government and public organisations, commercial and industrial companies as well as private individuals.

In recent months the company has grown to more than 180 people with more than 20 major project sites around the country.

To keep up with its growing operational demands, Hawkins set out to implement an entire ICT system replacement. After looking at a variety of replacements for their legacy system, Hawkins deployed a new company-wide information technology (IT) infrastructure from Gen-i, built on a CITRIX Metaframe environment.

The backbone of the new system was one of Gen-i's newest offerings: Managed Integrated Network and Desktop (MIND). As a single, aggregated solution, MIND provides IT managers and CIOs the long awaited pill to remove pains associated with design, build, implementation, run and management of complex solutions. MIND embodies IT Infrastructure Library* processes to improve design and deliver a wide-array of desktop, server, LAN, WAN and mobility services into a single, aggregated solution.

According to Dhiren Chauhan, IT Manager, Hawkins Construction, the new infrastructure has been transformational for the company.

"It's hard to imagine going back," said Chauhan. "We had the typical issues of a disparate IT infrastructure. It included people using different versions of software, unreliable connections and information and data that could not be easily shared across the company."

"MIND, simply put, has proven to be a significantly more efficient solution for managing and maintaining our ICT infrastructure," said Chauhan. "We've reduced delivery timeframes and our operating costs."



Delivering Excellence

Beginning in June 2004 with the contract and a non-production pilot to test the design, the project was finished in September with all systems up and running by the first of November. Hawkins began the implementation with 100 users on the system. However, during the project, the company grew to just over 180.

"When we designed the system, it was for a far smaller group. Fortunately, the system has been able to upscale with ease with the company's explosive growth and expansion," added Chauhan.

The initiative also included hardware procurement, project management and a centralised helpdesk. Gen-i has provided the technologies and services in an integrated, seamless manner for Hawkins, with just one point of contact for project management.

"We have far greater visibility and control over our ICT," said Chauhan. "We can now manage 180 users in-house with one IT Manager and we can simply and easily integrate new users in our network."

Hawkins now has all its sites throughout the North and South Islands connected into one network and sharing data and information as needed.

ITIL (IT Infrastructure Library) is the most widely accepted approach to IT Service Management in the world. ITIL provides a cohesive set of best practice, drawn from the public and private sectors internationally. It is supported by a comprehensive qualification scheme, accredited training organisations, and implementation and assessment tools. The best-practice processes promoted in ITIL both support and are supported by the British Standards Institution's Standard for IT Service Management (BS15000).

About Gen-i

Gen-i provides business solutions from the design and development of leading edge technology through to implementation and support. Gen-i's rapid uptake of proven technology, speed to market, flexibility and responsiveness gives its clients the competitive edge that is key to business success.

Gen-i's business is technology but its focus is people. Its success lies in its people, their innovative ideas, integrity, and passion for IT. These values drive Gen-i business practices, underpin the Gen-i culture, and are influential in helping clients to achieve maximum returns from IT investments.

Gen-i was purchased by Telecom New Zealand in July 2004. Telecom ownership adds a new level of strength, certainty, financial backing, and greater opportunities for clients. Now as a company of almost 1300 people with a breadth of IT services unparalleled in a local company Gen-i is uniquely placed to provide value and support for clients in achieving their strategic business objectives.

*About IT Infrastructure Library