

**- SAMPLE ONLY -**

12<sup>th</sup> September 2007

Mr A Johnson  
Aircraft Plastics Limited  
Airfield Way  
Southend Airport  
Essex  
SS8 9PQ

Our ref: KH/dmh  
Your ref:

Dear Alan,

### **Remote Working Project**

First of all thank you for inviting us in to meet the project team for the remote working initiative. Simon and I enjoyed the tour of the facility and it certainly is interesting to see the aircraft in such a different light than one does as a passenger.

We have outlined our thoughts for moving the remote working project forward and have some general ideas and issues that we think your team will wish to consider.

### **Requirements**

Our understanding is that you are looking for 22 senior managers to be able to access the AP network from their home locations. There is also a further requirement for email access for the sales team and the board which comprises a total of nine email accounts. The remote workers all have broadband access at their homes and alternate work locations.

There is also a requirement that a suitable instant messaging solution be implemented for use by all staff and a block placed upon unsanctioned IM use.

There is also a requirement for key skills handover to the AP IT team and IT helpdesk support from the Contour support desk on a Monday to Friday 8am to 6pm basis.

### **Recommendations**

#### **VPN Hardware**

We recommend that a Fortigate FG800 is installed at IT centre, Southend with VPN connections to remote locations for effecting homeworkers access to the network.

The FG800 will also be firewall configured to replace the outdated Neoteris firewall currently installed.

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The firewall should be managed on a 24/7 365 basis and patched as required when software updates are issued.

We recommend that FG60's are installed at each remote worker location for VPN access to the AP network via the FG800. Existing broadband connections at home worker locations can be retained or if centralised control is required we can arrange for a provider recommendation.

### **Email Access**

We recommend the installation of Microsoft Outlook to replace the email package currently employed. Given the issues regarding downtime with the existing email server we further recommend that the email solution be hosted at Contour's hosting centre located at Redbus Interlink, Docklands.

We recommend that the server is managed by Contour as we are able to guarantee email access and server uptime in excess of 99.9% (refer to attached SLA).

### **Instant Messaging**

We recommend that Microsoft Live Communications Server be installed on a HP ProLiant server at AP network location in Southend. This software will provide the instant messaging capability to all staff with network access.

To block unauthorised use of Instant Messaging clients such as Yahoo!, AOL and block greynet applications such as Limewire and Kazaa, we recommend that a RealTime Guardian box be installed at the gateway at AP network centre, Southend. We also recommend that this be remotely controlled by Contour 24/7 security team at Chelmsford with permissions assigned by AP IT Director Tony Grimm.

### **Project Implementation**

#### **Project Team resources**

The project manager will be Simon Branson who will also oversee AP technical training and knowledge transfer during the project implementation.

Additional Contour staff will be used as required however one of the aims of the project implementation phase will be to transfer skills and knowledge to AP's IT team and to this end we AP staff shall be used wherever possible.

John Lithgow, Senior Security Manager will handle the firewall configuration and VPN implementation.

The following are approximate timescales for implementation of the project:

FG800 installation and configuration	4 days
FG60 configuration installation)	4 days (note AP staff will handle remote location)
VPN Implementation	7 days
MS Outlook implementation	2 days

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MS Live Communication server	3 days
RealTime Guardian installation	2 days

We expect that the remote working aspect of the project can be completed within 14 days from project commencement.

**Costings**

<b>Fortigate FG800</b>	<b>£2,220.00</b>
<b>Fortigate FG60 x 22</b>	<b>£1,760.00</b>
<b>FG VPN Module</b>	<b>£ 776.00</b>
<b>1<sup>st</sup> year FG subs</b>	<b>£3,880.00</b>
<b>MS Live Communications Server</b>	<b>£4,288.00</b>
<b>MS Outlook Enterprise Ed</b>	<b>£5,780.00</b>
<b>RTG Guardian</b>	<b>£1,899.00</b>

*These prices are E&OE and ex VAT. These items are sourced using our discounted suppliers however if AP is able to source these cheaper Contour will use the AP supplier.*

Contour technician time is charged out at a rate of £375 per day ex VAT.

Project management time is charged at the rate of 15% of total man days charged ex VAT.

All expenses are chargeable to AP at cost using 2<sup>nd</sup> class rail travel or 40 pence per mile as applicable. Overnight accommodation is recharged to the client with prior permission.

**Summary**

Contour have a great deal of experience in implementing remote working projects for a variety of nationally known companies including Help-the-Aged and British car Auctions (Europe). The implementation of the project is a crucial phase for AP staff to come to terms with the technology and techniques that are to be employed.

Support post-project implementation is crucial for delivering the business objectives of enhanced productivity for remote and office based staff. Knowledge transfer to AP staff and helpdesk and on site support for technical support for the AP IT team will contribute directly to project success and the long term benefits to be derived from implementing the solutions recommended.

At our last meeting you expressed an interest in both Andy and yourself paying an inspection visit to the Contour dedicated hosting centre at Redbus Interlink in Docklands. Simon will be on site all week for the week commencing 3<sup>rd</sup> October and you are very welcome to choose any day that week for a visit to the hosting centre.

If you have any questions or wish to discuss any aspect of the recommendations we have made, please do not hesitate to contact me and I look forward to meeting you again shortly.

Kind regards

Yours sincerely

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Fraser McDonald  
Managing Director

cc: Tony Grimm – AP IT Director

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