

Nominee: NaviSite

Nomination title: Safeline enabled to help 2,000 more sexual abuse survivors with SRD and NaviSite's cloud solutions

Safeline exists to prevent sexual abuse and rape, and to support those affected by it through its provision of face to face and online counselling services, Young People's prevention projects and its National Helpline which offers support and advice, helping survivors report abuse to the police and training professionals to protect and support people affected by abuse. It is essential that people can access support when they need it. However, the organisation was previously running its critical operation with only two phone lines, mismatched software packages and an old IT system running off an outdated server plugged in under a spare cupboard.

It desperately needed to modernise its IT and telephony infrastructure to enable survivors to access support quickly and easily, and to give its staff the tools they needed to realise its ambitions of helping even more survivors of abuse. Safeline turned to SRD Technology, a managed service provider and in turn, SRD partnered with NaviSite, a leading provider of managed hosting, managed applications and cloud services, to deliver its Desktop-as-a-Service (DaaS) solution.

Safeline staff were severely restricted by their out of date technology and unable to work remotely. Overcrowding in its small office was a constant issue as it began to grow and staff were not working effectively or efficiently when out of the office because they could not access their emails or documents so were unproductive. The lack of available phone lines meant there were times when survivors would call and were unable to speak to someone. Because it takes an enormous amount of courage for a survivor to lift that phone in the first place, many would never call back and the opportunity to access the support they desperately needed was lost, probably for ever.

Dealing with very sensitive data about highly vulnerable people meant that Safeline had to be very careful how it treated and stored data. Doing this with the legacy IT systems was difficult and very time intensive, meaning front line staff members were spending too much time on IT tasks rather than helping to protect and support people at risk of abuse.

The business and technology challenges that Safeline needed SRD and NaviSite to help address were:

- Enable its workforce to be more effective, and empower them to work remotely from any location with any device – for example when in court with clients or counselling survivors outside the office
- Make sure that its data was backed-up, securely stored and available 100% of the time
- Reduce the cost, wasted time and resources spent on poor IT systems
- Implement a reliable solution to reduce downtime and make sure its people were able to work efficiently at all times
- Help it equip new staff quickly with the tools needed to do their job of meeting the increased demand for its services

Safeline wanted to give its people the tools they needed to transform the way they worked, and allow them to focus more on helping even greater numbers of survivors.

SRD Technology and NaviSite provided Safeline with thin client devices, cloud based telephony system, DaaS solution, Office 365, and hosting for business grade applications. Safeline has also been able to benefit from NaviSite's world class disaster recovery systems. These solutions have helped address the challenges the charity faced by:

- Having Safeline's sensitive client data hosted and backed-up in NaviSite's secure, Tier III data centre, making it highly protected
- Enabling staff to have access to their full work desktops and to log on and work from any location, with any device
- Giving them a more reliable service with no downtime, making it easy for staff to connect and work efficiently and guaranteeing the availability of its services to survivors at all times
- Shifting from a CAPEX to OPEX model that makes it easy to scale IT resources up or down very quickly without large upfront and unnecessary costs.

As well as transforming the way its staff worked and improving the reliability of its critical services to survivors, DaaS also gave Safeline the platform it needed to quickly grow as a service and help substantially more people. Since implementing SRD and NaviSite's solutions, Safeline has experienced the following benefits:

- With the same budget Safeline is now helping 2,000 more survivors.
- Safeline has grown its team from 5 to 19 people since implementing DaaS in 2015. New team members have the tools to do their jobs within working hours using the simple DaaS system

- The charity has saved £50-70,000 in operations costs. This can be accounted for as:

- o The extra team members would have meant office space was squeezed but now that staff can work from anywhere, Safeline has avoided up to £20,000 in costs for rent, rates and utilities

- o Avoided £30,000 staff costs through not needing to recruit additional staff because existing ones are working more efficiently and effectively

- o New IT systems allowed them to bring a financial professional into the charity, allowing it to save approximately £20-30,000 in external accounting administration fees

- The project also helped Safeline secure new business in the form of a new National Helpline for male survivors of sexual abuse; a funding contract of £150,000 per annum.

The system itself has been totally reliable with zero downtime and Safeline can be reassured that their data is always safe and kept in compliance with data regulations. Safeline has achieved all this with minimal up-front investment, paying for its services via a manageable OPEX payment model.

These tangible results have been driven by the fact that DaaS has transformed how the Safeline team is able to work. Efficiency has increased, morale is higher, staff are being retained and the team is able to better communicate and work with each other. These efficiency gains through IT have meant the team is better equipped and able to help even more clients who desperately need life changing support.

To Safeline, it's clear that it wouldn't have been able to have helped that many more people without introducing more efficient and effective ways of working.

Why nominee should win

SRD and NaviSite's modernisation of Safeline's IT infrastructure through the adoption of cloud and DaaS should win this award as it:

- Completely transformed the way Safeline staff worked, delivering huge improvements in efficiency and effectiveness

- Enabled it to help 2,000 more survivors of abuse – with the same budget

- Saved Safeline £50-70,000 in costs, and helped it secure an additional £150,000 contract

- Enabled Safeline to increase its staff by nearly 300% without needing more accommodation, and allowing it to quickly equip them with the tools they needed



- Gave the charity a secure, reliable and backed-up storage solution for its sensitive data