

catch
22

wanstor



Case Study

Catch22 partners with Wanstor to provide a high availability IT digital transformation strategy

The Result

“Wanstor have been epic – from implementing migrations seamlessly to huge improvements in efficiency and functionality. I couldn’t have asked for more. Our Microsoft 365 migration meant we could mobilise the entire organisation of 1200 staff, 700 students, 300 volunteers and others in just a few weeks.”

“Overnight, everyone was using Teams. Staff were able to deliver online teaching to students and we could keep working and providing much-needed services.”

“Nearly every Microsoft 365 function is now used – from Teams, to SharePoint, to Power BI. Wanstor built a new Azure AD onboarding/offboarding solution to save admin, simplifying access for new teachers and contractors. Catch22 is now managed remotely, so problems can be more easily be detected and resolved.

“Working with Wanstor, we’ve digitally transformed the organisation, now moving everything to SharePoint and making us less dependent on legacy remote desktop solutions while working towards Cyber Essentials Plus accreditation.

“All in all it’s been great, with almost no disruption and delivered during a time when, without Wanstor, we’d have had to stop operating at full capacity.

“Making this investment in our technology has been far easier working with a team that we’re confident can do more than deliver.”

Key Outcomes

- + Cloud migration project of 74 servers within 48 hours
- + Microsoft 365 implementation enabling remote working, training and collaboration
- + Azure AD to improve ID, asset management, onboarding process
- + Ongoing optimisation continually improving infrastructure services
- + Remote management for problem detection and resolution
- + Assisted mobilisation of staff and students for secure remote working

Background

Catch22 is a social business: a non-profit business driven by a social mission.

For more than 200 years, Catch22 have worked across the UK to deliver better outcomes for young people and their families, wherever they face disadvantage.

Last year the charity worked with 120,000 people, through 1,700 staff and volunteers in over 100 locations.

Services include children's social care, apprenticeships and employability programmes, justice and rehabilitation services, gangs intervention work, emotional wellbeing, substance misuse programmes and alternative provision education.

Their vision is based on delivering access to good people, a purpose and a good place to live, in fundamentally transforming both lives and communities.

The Challenge

Daniel Swithinbank's new Head of IT and Digital had a remit to make IT an enabler for the charity, giving staff the tools to deliver services to those that needed it most.

He needed to transform much of Catch22's legacy IT with more efficient infrastructure and digital solutions.

The remote desktop environment that staff were dependent on was both unstable and regularly inaccessible, making it difficult for users to fulfil roles effectively.

The not-for-profit's data centre experienced ongoing power cuts, with little to no communication or explanation given by the incumbent service provider.

Catch22 needed to solve both day-to-day as well as ongoing strategic challenges in pursuit of their digital transformation journey.

The Solution

After recommendations from other charities, Wanstor was initially awarded a contract to provide in-house IT support on site for Catch22, along with day-to-day assistance.

Impressed by the team, Catch22 decided to outsource their IT infrastructure to the provider.

In 2019 they undertook a migration project which saw all of the charity's servers, software and gateways migrated over to Wanstor's private cloud within a 48 hour period.

"The team converted and synchronised 74 servers to VM, relocated our application servers and redirected all of our email."

"To shift that amount of data and servers and ensure everything was running smoothly for Monday morning was incredible. Moving Catch22's infrastructure into a reliable, secure environment was the first step on our journey of change."

Following this success, Wanstor migrated the charity over to Microsoft 365, addressing issues with their legacy remote desktop environment, giving staff and users more functionality.

With the cloud migration and Microsoft 365 projects already in place a shift to fully remote working in 2020 meant the charity was ideally positioned to embark on their transformation journey.



"The size of the job was mammoth. We couldn't have asked for it to be handled any better."

Daniel Swithinbank
Head of IT