



Case Study

Seamless design and implementation of WAN, Wi-Fi and cloud Telephony solutions

The Result

Hestia has successfully implemented a modern solution that not only enables digital transformation but lays the foundation for future advancement.

A single provider means simplified monitoring and support, consolidated renewal dates, enhanced security and a faster, more reliable solution.

“Having all services under one roof has made a significant difference.”

Wanstor engineers deployed Hestia’s new solution promptly, offering proactive services to identify and address potential issues in advance.

Thanks to Wanstor’s planning and execution, the migration had virtually no impact on operations for staff.

“Throughout the implementation process, Wanstor’s engineers took great care in ensuring minimal disruption to daily operations or interference with staff workflow. They provided comprehensive training, familiarising users with new technologies and empowering them to make the most of upgraded infrastructure.”

“It’s a testament to the power of collaboration and shared vision.”

Hestia values their partnership with Wanstor as a strategic technical partner, recognising their comprehensive understanding of Hestia’s goals and their alignment in terms of approach and methodology.

Key Outcomes

- + Clear cost reductions equalling £225k over five years
- + Robust, secure and faster internet at each site
- + A fully managed service with proactive engineering
- + Future-proofed infrastructure ready for digitalisation
- + Simplified monitoring for stable, reliable connectivity
- + A secure, monitored WAN solution replacing legacy architecture

Background

Since its inception in 1970, Hestia has been dedicated to assisting adults in crisis, starting with a soup run for individuals living on the streets and providing accommodation with the help of local authorities.

They have successfully provided safe spaces for over 800 people to sleep at night.

As Hestia enters a new chapter they prioritise digital transformation and a cloud-first strategy with secure and reliable connectivity, putting the voices of those they serve at the forefront of their work.

To achieve this, the charity embarked on a complete WAN overhaul, retiring outdated providers and upgrading their router infrastructure while expanding their Wi-Fi solution and implementing cloud-based telephony.

These measures ensure robust connectivity and an efficient operational environment.

The Challenge

During the early stages of its digital transformation, Hestia faced significant challenges in managing internet connectivity across its 130 sites.

Multiple lines, disparate contract renewal dates and five different providers complicated operations.

Many sites experienced poor-quality ADSL and FTTC connections with slow speeds, while outdated routers posed serious security risks.

The impending end-of-life status of copper connections by the end of 2025 further emphasised the need for future-proofing their infrastructure.

To address these issues required close collaboration and intricate project management with BT and Openreach to synchronise line availability, optimising costs and minimising disruption.

The Solution

Following a successful tender, Wanstor executed a remarkable transformation of Hestia's infrastructure, delivering unique and substantial benefits resulting in impressive cost savings of £225k.

The provider succeeded in establishing a fast, reliable and secure connectivity environment through migration to a comprehensive Single Order Generic Ethernet Access (SoGEA) estate.

Notably, Wanstor's approach to this migration was far from the typical *'lift and shift'* methodology commonly offered by other providers. Instead, engineers employed a strategic approach when placing Wi-Fi access points at each site, ensuring enhanced coverage throughout the premises.

They meticulously organised all cables in cabinets, promoting an organised and efficient infrastructure.

Additionally, Wanstor had a well-defined plan for decommissioning and recycling the old equipment, demonstrating their commitment to environmentally responsible practices.

“Wanstor took great care to ensure minimal disruption to daily operations and ensured no interference with the workflow of staff on the ground.”

Head of IT
Hestia

