



Catch22 partners with Wanstor to provide a High Availability IT Digital Transformation Strategy



The not-for-profit business transforms its IT infrastructure and services to become more agile and efficient

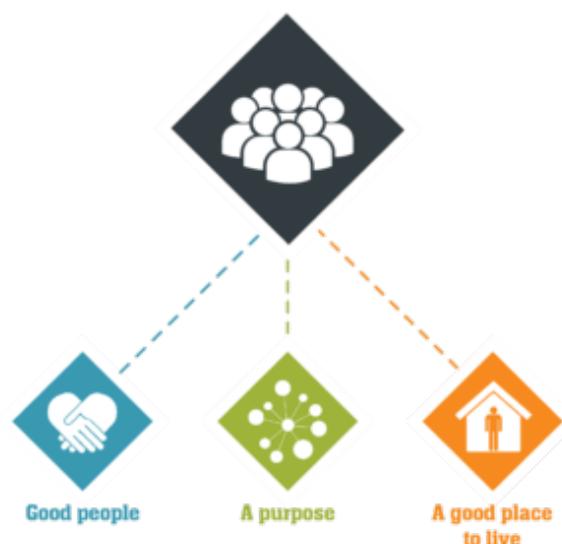
About Catch22

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

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

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

Catch22's 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.



Catch22's vision is based on delivering access to one or often all three of these things, to fundamentally transform lives and communities.

The Challenge

In March 2020 Daniel Swithinbank was promoted to Head of IT & Digital, with a remit to make IT an enabler for the charity, and give staff the tools to deliver services to those that needed it most.

To do this he needed to transform much of the organisation's legacy IT with new, more efficient infrastructure and digital solutions, because it just wasn't fit for purpose for what the charity wanted to achieve.

There were also other daily issues he discovered that needed attention quickly.

The remote desktop environment that staff were dependent on every day was unstable, and therefore regularly inaccessible.

The data centre it was housed in experienced numerous power cuts causing further issues, and there was little or no communication or explanation available to remedy the situation from their incumbent service provider.

With a failing remote desktop environment, it was hard for staff to fulfil roles effectively- they needed a more resilient and robust solution.

Catch22 needed to solve both daily and strategic challenges and work in partnership with a new service provider on their digital transformation journey.

“
We couldn't have asked for it to be handled in any better way so it's quite the accolade.”

Daniel Swithinbank,
Head of IT & Digital

The Solution

After being recommended by other organisations and charities, Wanstor was initially awarded a contract to provide in-house IT support, manage hardware, networking and printer issues on site along with any day-to-day assistance required.

Impressed by Wanstor's team of experts and encouraged by the trust built between both organisations, Catch22 decided to outsource all their IT infrastructure to Wanstor.

In October 2019, they planned and undertook a huge lift and shift project, which saw all of their servers, applications and gateways migrated over to Wanstor's private cloud in the space of one weekend.

“The Wanstor team converted and synchronised 74 servers to VMs, relocated all of our application servers as well as redirecting our mail.”

“The size of the job was mammoth. To shift that amount of data and servers and make sure everything was running smoothly for the Monday morning was incredible.”

“We couldn't have asked for it to be handled in any better way so it's quite the accolade,” Daniel said.

“Moving our infrastructure into a far more reliable and secure environment was the first step of our digital transformation journey, and getting it right was hugely important to us.”





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

Nearly every function of Microsoft 365 is now used - from Teams, to Sway, to Power BI. Part of Catch22's roadmap with Wanstor means they are using Azure AD and built a new on-boarding / off-boarding solution to save hours of admin, making it easier to get new teachers and contractors access to everything they need. Catch22 is now remotely managed so Wanstor can detect and resolve problems before they occur.

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

“All in all, it’s been great. We’ve achieved everything with almost no disruption and it’s been delivered during a time when, without Wanstor, we’d have had to stop operating at full capacity. As it is, we’re working efficiently and doing the great work we need to do. Making such a big investment in our technology and future has been made lot easier working with a team we’re confident can do more than deliver.

Following the success of this project, Wanstor moved Catch22 over to Microsoft365 at the end of 2019 to address the issue with their old remote desktop environment and also to offer their staff and users more functionality.

Luckily the cloud migration and Microsoft 365 projects happened when they did, because weeks later it all changed. A shift to everyone staying, working and studying at home meant the successful migration of O365 became the lifeblood of the charity.

The Feedback

“Wanstor has been epic, from implementing massive migrations seamlessly, to the huge improvements in efficiency and functionality. I couldn’t have asked for more if I’m honest. The Microsoft 365 migration meant we could mobilise the entire organisation: 1200 staff, 700 students, 300 volunteers and other types of users in just a few weeks.

Key Outcomes

- ✓ Cloud migration project of 74 servers undertaken within 48 hours
- ✓ Delivered robust, resilient infrastructure
- ✓ Microsoft 365 implementation enabling remote working, training & collaboration
- ✓ Full Microsoft stack rollout
- ✓ Azure AD to improve ID & asset management, on boarding / off boarding process
- ✓ Ongoing optimisation projects continually improving infrastructure & services
- ✓ Remote management solves challenges at once
- ✓ Assisted & supported mobilisation of staff & students for secure remote working