



## Hestia revolutionises its IT infrastructure and services with 24/7 on-site support



Wanstor's Engineer delivers a strategic programme to modernise and secure Hestia's IT infrastructure, ensuring all 110 sites are fully operational and efficient at all times.

### About Hestia

Hestia has helped people in crisis for more than 50 years. What started, as a small group providing food to the homeless, has evolved into a not-for-profit business, helping more than 10,000 people each year to move on to a life beyond crisis.

It's one of the largest providers of domestic abuse refuges in London, offering safe accommodation to women and children who need to escape violent homes and gain practical support. It also helps victims of modern slavery, drug and alcohol misuse, those with learning or physical disabilities, mental health issues or complex needs, providing the support and hope they need every step of the way to recovery.

### The Challenge

In 2015, Hestia realised that to grow they must transform the current IT estate by introducing new, relevant technologies and skillsets.

Numerous servers and software were nearing end-of-life, meaning an end to automatic fixes, updates and vital security patches.

The organisation also recognised that IT had evolved significantly over recent years, and wanted to leverage this in becoming a more agile business, to deliver the best possible experience for both staff and users.

Of late, both employees and volunteers were constantly dealing with IT issues whilst trying to help the vulnerable people Hestia supports.

Max Savage, Head of IT, explained: **“The timing was right for a new, stable and secure infrastructure, helping our 110 sites to run more efficiently and helping Hestia to grow as a business.**

**“Achieving this would mean introducing quicker onboarding of staff and equipment, with better mobile and remote working.”**

With security and compliance of paramount importance, Hestia approached Wanstor for help in securing and administrating the large volume of confidential business and personal information held by the not-for-profit organisation.

Like Hestia, Wanstor are accredited to ISO27001 standards, with extensive expertise in deploying and maintaining the systems and software required to uphold the certification.

Wanstor also provide a full portfolio of services that Hestia were looking to implement across the business.

## The Solution

Hestia decided the best option for them was to bring one of Wanstor’s senior engineers on-site in a full-time capacity, to help drive the organisation forward.

**“Wanstor placed an exceptionally capable, proactive and hardworking engineer within our organisation, addressing all of the problems we knew existed whilst implementing changes that have revolutionised our IT setup.**

**“He has embarked on a number of strategic initiatives that have really made a difference to our ways of working,”** he said.

As Wanstor’s Senior Engineer for Hestia, DK has rebuilt the IT infrastructure to be more sustainable, manageable and cost effective.

Each part of the estate is now centrally managed, with operations proving more uniform, robust and reliable.

Remote services have been replaced to improve working from home, with 28 servers upgraded and migrated into Wanstor’s own hosted environment.

OneDrive and file sharing was integrated into the Hestia ecosystem, allowing a team of 1000 employees to collaborate securely and effectively.

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**We wanted to work with a strategic partner who could help us to evolve and transform over time.**

Max Savage, Head of IT

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**wanstor**

**Tel:** 0207 592 7860  
**Email:** [info@wanstor.com](mailto:info@wanstor.com)

For more information visit  
**[www.wanstor.com](http://www.wanstor.com)**



DK also manages site openings, new projects, application updates, employee onboarding, central desktop and security for 100 devices and 550 phones, as well as fixing equipment, troubleshooting IT issues and helping employees on a daily basis.

**“There is no downtime, no crashing. Everything just works, meaning we can get on with the task in hand.**

**“Delays in technology lead to delays in our valuable work, and support from both DK and Wanstor means that’s not a problem for us. We have the best of both worlds - an extremely capable, likeable on-site engineer, and the backing of a Managed Service Provider powerhouse, with all the capability and technology that I need.**

**“I am never dealing with a faceless IT provider, because Wanstor knows our organisation back to front.”**

## The Result

**“DK is so proactive and passionate about helping us achieve our goals, he is never without a new task or idea, ensuring that everybody can work without issues around technology.**

**“He is so fully immersed in helping us that we sometimes forget he’s not an employee.**

**“The thing about this is that he has our very best interests at heart, and both he and Wanstor operate entirely transparently and cost effectively. As a not-for-profit business, this is hugely important to us.**

**“Having an IT expert on-site with backup from our talented team gives customers the best of both worlds. We build real relationships based on trust and a full understanding of their challenges and opportunities.**

**“This means we can deliver exactly what they need when they need it, on budget and in a way that means all team members know how to use it.”**

Delivering technology is all about people. At Wanstor, we listen to our customers and employees who know them so well, and that’s how we get always it right.

## Key Outcomes

- ✔ IT infrastructure rebuilt to be more sustainable, manageable and cost-effective
- ✔ Remote services replaced to improve remote working
- ✔ OneDrive and Filesharing introduced to enable secure and effective collaboration
- ✔ More streamlined, efficient staff onboarding system introduced
- ✔ Daily troubleshooting of all company-wide IT issues