



## Case Study

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# Wanstor partners with The Fostering Network to drive transformational change

## The Result

*The benefit of working with Wanstor is direct access to such a large pool of IT specialists in different disciplines, giving us exceptional levels of support.*

*"The calibre of their technical team is exceptional – it would've been near impossible to achieve what we've done so far or work from home without them," said Geoff.*

*"With the introduction of the new CRM, some admin tasks within the organisation will become obsolete, allowing resources to be used where their skills are needed instead.*

*"There is an initial financial cost, of course, but the potential future savings are immense and Wanstor has helped us so much already, it's great to know we are in the right hands for everything we have planned.*

*"The purpose for undertaking such an enormous digital transformation strategy was to support The Fostering Network to prepare for the future and help us fulfil our charity objectives.*

*"This is so important for the charity sector. We now feel we are in an excellent position, with state of the art IT infrastructure and services to keep moving forward, adapting and becoming more efficient in achieving our mission."*

## Key Outcomes

- + Resolution of failed Microsoft 365 migration, full restoration of services and infrastructure to over 100 staff
- + Enhanced, future-proofed IT estate, network and security, delivering on strategy to be software-as-a-service driven
- + Scope, design, implementation of Microsoft Dynamics CRM solution for one single view of members and services
- + Hosted CRM provides £80,000 saving p/y across licensing, infrastructure and support
- + Fully outsourced IT function, from strategic guidance to onsite support, maintenance and security of the entire IT estate

## Background

As one of the UK's leading fostering charity and membership organisations, the Fostering Network's mission is to bring together those involved in the lives of fostered children, ensuring that care is the very best it can be.

The charity works to support those who improve opportunities for fostered children and young people, providing expert guidance to all fostering services so as to transform children's lives for a stable family experience and a fair start in life.

Wanstor is proud to work with The Fostering Network in driving transformational IT change, delivering solutions to evolve and future-proof operations, and ensuring systems are agile and efficient enough to support them in their mission.



## The Challenge

Wanstor were onboarded to help with a failed migration to new server hosting and Microsoft 365, which had left the charity compromised with an inability to fulfil daily roles. The business also used disparate legacy systems, and an uncommunicative IT infrastructure.

The vision was to digitally transform the business to optimise operations, fundraising and service delivery, with the end goal being a move to software-as-a-service.

Also in focus was a project to unify siloed legacy systems for HR, Finance, Projects and Fundraising, along with the business's CRM.

The most pressing aspect of the transformation was migration of this existing CRM to Microsoft Dynamics, providing the foundation for a single view of members and services along with a better understanding of their needs.

*"We were in urgent need of help and engaged Wanstor as our service provider", Geoff Wilson, Director of Finance and Resources, explained. "They advised us that they'd be able to resolve each challenge we were facing, which they did."*

## The Solution

Initially, Wanstor suggested an elevated service level to resolve the issues they were facing, introducing a virtual IT Manager and an onsite IT support engineer.

This bridged the gap between Geoff's vision for digital transformation and Wanstor's wealth of expertise, providing support from high-level strategy to daily running.

Having a dedicated engineer onsite meant Wanstor knew the charity, its challenges, pain points and goals inside and out.

Over two months, the team reversed issues caused by their failed migration and had the customer working at full operational capacity.

Wanstor improved the charity's network and security, adding a FortiGate firewall, updating or rehomining servers to run more efficiently, and refreshing all devices.

It was this preparatory work that allowed the charity to respond to a sudden need for remote working. Thanks to Wanstor they had access to Teams and Zoom, could collaborate, communicate and share data securely from the outset.

*"Their work has also meant that we've been able to move seamlessly between working in the office and at home, with support from a team of experts who can't do enough to help."*

*"It's hard to imagine this new way of working without Wanstor's assistance. They are simply determined to offer us a great service."*

**Wanstor have done more than could ever reasonably be asked of them."**

**Geoff Wilson**

Director of Finance & Resources