



Case Study

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

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 onsite 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

Background

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 would need to transform their IT estate by introducing new technology 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 more agile and to deliver the best possible experience for staff and users.

Max Savage, Head of IT, explained: *"The timing was right for a new, stable and more secure infrastructure, helping our 110 sites to run efficiently and the business to grow. Achieving this would mean introducing faster 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 administering the large volume of confidential business and personal information held by the not-for-profit organisation.

The Solution

Hestia decided the best option was to bring one of Wanstor's senior engineers onsite full time, to help drive the organisation forward.

"Wanstor placed an exceptionally capable, proactive and hardworking engineer in Hestia, addressing problems we knew existed whilst also implementing change that has revolutionised our IT. He has embarked on strategic initiatives that have made a real difference to our way of working."

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. Services have been replaced to improve remote working, with 28 servers upgraded and migrated into Wanstor's own hosted environment.

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

"Technology delays lead to delays in our work, and support from DK and Wanstor means this is no longer a problem for us."

"We have the best of both worlds – an extremely capable onsite engineer and the backing of a managed service provider powerhouse, with all the capability and technology that we need."

"We are never dealing with a faceless IT provider, because Wanstor knows our organisation back to front."

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

Max Savage
Head of IT