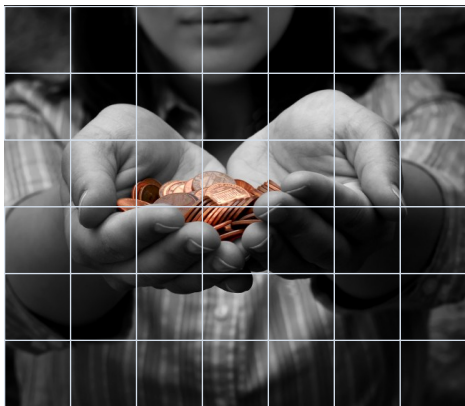


Clever Charity Cuts Costs

NPC slashes ICT costs and risk to maximize its impact



KEY HIGHLIGHTS

INDUSTRY: NOT FOR PROFIT



CHALLENGES

- Ineffective backup process
- IT reliability and resilience problems
- Outdated servers
- Support for remote working

SOLUTION

- Intercept hosted **onlinedesktop™**
- Hosted Microsoft Office applications
- Hosted Microsoft Exchange 2007
- Integration with bespoke database application
- Hosted Dreamweaver and Photoshop
- MPLS network management
- BlackBerry integration

BENEFITS

- Significant reduction in IT spend
- Improved service delivery
- Predictable IT running costs
- Built-in business continuity
- Anytime, anyplace, anywhere access
- Fully inclusive software license upgrades
- Office space savings
- Discernible return on investment

We now have a highly resilient real-time backup service which was a major consideration for me. Our capital costs have plummeted and user productivity has increased. Disaster recovery with automatic failover is now seamless, so those hours spent with technical support to restore services is now firmly in the past.

Jocelyn James
Chief Operating Officer
New Philanthropy Capital

The Customer

The charity landscape has changed dramatically over the past ten years with a boom in the not for profit sector, and the number of high net worth individuals and organisations with a philanthropic interest. Over 54% of the UK population donates regularly which is one of the highest figures in the world. The income for charities has risen by 125% from £19.7bn in 1998 to £44.6bn today.

New Philanthropy Capital (NPC) is a charity that aims to create a world in which charities and their funders are as effective as possible in changing people's lives and in tackling social problems. Since it was set up seven years ago, NPC's team of consultants and analysts have built up a wealth of experience in analysing charities, understanding social issues, and providing expert advice to a variety of donors, their advisors and, more recently, charities. NPC also builds a number of free and easy-to-apply tools to help other charities measure and communicate their impact.

Jocelyn James, Chief Operating Officer at NPC, stated, "We want to improve the way high net worth donors support charities, so that the money flows to the most effective organisations. We produce a range of independent reports and analysis for donors on where and how to give, which is all available from our website. In essence we provide expert advice to donors on where they can make the greatest impact."

The Challenge

For NPC the challenge has been to keep its operating costs at a minimum whilst maximising its income. Like many organisations, its IT was identified as a key area to deliver not only cost savings but improve business operations. With over 30 employees the charity is based in the same office it started in back in 2002.

Joanna Ballard, Office Manager at NPC, continued, "We had two servers running everything within the

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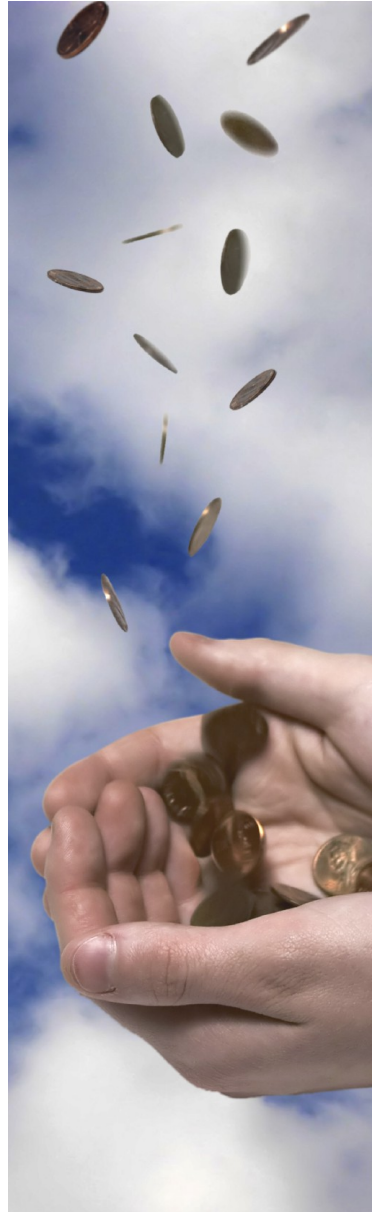
“We had already outsourced technical support but I found that I was spending a lot of time on the phone trying to get our systems back up and running on a near daily basis. This was not the way we wanted to work. We had to find a better way.”

For NPC the constant threat of a complete failure was a real business driver in its hunt for a solution. In addition office space was limited as the charity was expanding at such a fast pace. “We had a backup solution in place but this was by no means completely fail-safe. Backups were performed daily, but we stored the tapes by the server which was in hindsight was a huge risk to the organisation,” added Joanna.

The Solution

Joanna continued, “What was clear is that we needed a system that would improve user performance, increase reliability and yet did not increase our overall costs.” As with all charities the impetus for saving money was a critical driver. NPC was particularly interested in capital cost savings associated with not purchasing new IT equipment or renting additional office space. Joanna stated, “We looked at a number of options and felt that an outsourced approach best fitted our overall needs. We were sold on the hosting idea but after a false start with another supplier we realised that specialist skills were needed so turned to Intercept and its **onlinedesktop™** solution.”

This cloud computing service is a ‘pay-as-you-go’ subscription based outsourced model with Intercept hosting and delivering all applications and data centrally from its secure data centre.



The Intercept solution not only replaced the entire server infrastructure for NPC, it is now also hosting the charity's applications and data in a safe, secure and robust environment. These servers are then accessed securely through a direct connection with NPC's offices, or via the Internet to remote users. With this model NPC now has a highly flexible, powerful solution for its employees to access applications and data from either the office, home or from a remote location via a secure connection. Only encrypted mouse clicks, keyboard strokes and screen updates are passed over the communications link to the data centre. This makes for a lightening fast response and ensures that the information is safe and secure.

Joanna continued, "This is the way forward for NPC. We have continued our expansion by freeing up considerable space in the office rather than incurring the cost of an office move. We are also secure in the knowledge that our upgrade path is guaranteed. No longer worrying about our IT means we can focus on what we do best - raising money for charity." NPC can now also access its data remotely for the first time. This had a huge impact on productivity as staff can now work from wherever they are. The organisation has introduced flexible working as people can now work from home or client sites, which reduces travel time and makes a big difference in employees' work/life balance.

The **online desktop™** solution supports NPC's overseas expansion plans. Its first step was to set up offices in India, with these new employees accessing applications and data hosted by Intercept in the UK. "We now have a highly resilient real-time backup service which was a major consideration for me. Our capital costs have plummeted and user productivity has increased. Disaster recovery with automatic failover is now seamless, so those hours spent with technical support to restore services is now firmly in the past," concluded COO, Jocelyn James.

ABOUT US

As award winning specialists, Intercept focuses on helping companies of all sizes reap the rewards of virtualised IT and cloud computing. From the desktop to the data centre, we will help you get the most out of your IT to reduce costs, improve user experience and increase business agility

ABOUT YOU

Contact us now to see how you can cut your IT costs and improve your productivity

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