



CASE STUDY SAFELINE

INDUSTRY LEADING CHARITY FOR RAPE AND SEX ABUSE SURVIVORS

SAFELINE HELPS THOUSANDS MORE ABUSE SURVIVORS WITH DESKTOP-AS-A-SERVICE



At-A-Glance:

Safeline is a leading specialist charity for sexual abuse and rape survivors.

Challenges:

An aging IT infrastructure severely restricted Safeline's ambition of providing support for a greater number of abuse survivors and their families, carers and friends.

Solution:

NaviSite working with partner SRD Technology UK completely removed the need for Safeline's on-premises technology and delivered the high uptime, secure and innovative managed cloud solutions required to grow the organisation exponentially.

Business Outcome:

Safeline has grown its team without needing more office space and is now protecting and supporting thousands more abuse survivors.

ORGANIZATIONAL OVERVIEW: SAFELINE

Safeline was set up in 1994 by victims of sexual abuse who wanted to help others. Starting as a regional charity in Warwick, it has grown to support victims of abuse and rape across the UK. The charity provides face-to-face and online counselling services, prevention projects and a national Helpline offering emotional support, information and advice. It also helps survivors to report abuse to the police and trains professionals to protect and support people at risk of or affected by sexual abuse and rape.

Challenges

Safeline's ambition of providing support for a greater number of abuse survivors and their families, carers and friends was hampered by an aging IT infrastructure which severely restricted how staff could operate. The charity was running its national Helpline and counselling operations using only two phone lines, mismatched software packages and an old IT system running off an outdated server plugged in under a spare cupboard.

Safeline staff were unable to work remotely due to an outdated technology setup which often led to overcrowding in its small premises. When it was essential that staff were out of the office; for example, when supporting victims in court, they were unable to operate effectively or efficiently, they had to return to the office to update the computer system and were required

to carry large amounts of paperwork. The lack of available phone lines meant that there were times when a survivor of abuse would call and they were not able to speak to someone. It takes an enormous amount of courage for a survivor to make a call in the first place and because no one was available, many would never call back and the opportunity to access the support they so desperately needed was lost.

Dealing with sensitive data on survivors of abuse meant that Safeline had to be very careful about how it treated and stored information. Doing this with its legacy IT systems was difficult and time intensive, requiring front line staff members to spend time on IT tasks which took time away from helping support survivors of abuse.

The charity needed a new IT and telephony infrastructure that could transform the way the organisation and its staff worked, and give them the base to grow their services so they could help even more survivors.

Goals & Solutions

To help revamp its IT infrastructure, Safeline turned to SRD Technology UK, a managed service provider and partner. SRD Technology UK in turn chose to partner with NaviSite because of its strong track record as a trustworthy and reliable cloud computing provider. SRD Technology UK knew it could rely on NaviSite to deliver the high uptime, secure and innovative managed cloud solutions that Safeline needed to carry out its vital work.



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To help transform how Safeline's staff worked, the solution involved stripping out all of Safeline's legacy IT systems and starting from scratch with new systems based in the cloud. SRD Technology UK and NaviSite completely removed the need for Safeline's on-premises technology and provided the charity with a number of solutions including: thin client devices, a cloud based telephony system, Desktop-as-a-Service (DaaS), Office 365, and hosting for business grade applications.

NaviSite's cloud desktop solution allows Safeline staff to work remotely with access to their corporate desktop from any location, with any device. This means they can be more effective in helping clients when supporting them in locations such as the courtroom. NaviSite's flexible DaaS pricing model also means that the charity only pays for the resources it uses.

"The use of NaviSite DaaS has transformed how the Safeline team is able to work and equipped us to provide a reliable service to clients who desperately need life changing support."

Neil Henderson, CEO, Safeline

Due to the sensitive and personal nature of Safeline's work, it was important that its data was securely stored and reliably backed-up. Moving from its on-premises system with little physical security and no back-up, Safeline's data and cloud solutions are now hosted from NaviSite UK based, secure, Tier III data centre facilities. Safeline has also been able to securely back-up its vital data using NaviSite's world class business continuity and disaster recovery systems.

Results

By switching to a cloud based IT infrastructure and implementing NaviSite's DaaS solution, Safeline has transformed the way its staff works. The reliability and cost effectiveness of the charities critical services to vulnerable individuals and survivors has led to the following results:

- With the same budget, Safeline is now protecting and supporting thousands more people at risk or affected by abuse
- The new system has been totally reliable with zero downtime, enabling Safeline to provide uninterrupted support to survivors
- Safeline has grown its team from five to nineteen people without needing more office space, and is able to equip them with the IT tools they need in a matter of minutes
- The charity has saved £40-50,000 in operations costs, this can be accounted for by the fact that:
 - The extra team members would have meant office space was squeezed but now that staff can work from home, Safeline has saved up to £30,000 in the cost of rent
 - New IT systems allowed them to bring a financial professional into the charity allowing it to save approximately £20-30,000 in external accounting administration fees
- Safeline has also secured new funding in the form of a new national helpline for male survivors of sexual abuse as a result of their investment in these new systems – a contract worth £150,000 per annum

Safeline has achieved all of this with minimal up-front investment, paying for its cloud desktop service via a manageable OpEx payment model.

Summary

Safeline needed new IT systems that could transform the way the organisation and staff worked, and give them the infrastructure to grow their services to help even more survivors. With SRD Technology UK using NaviSite's cloud services and DaaS solution, Safeline has made it possible for staff to work effectively from any location, significantly cut costs and has grown its organisation exponentially. This has meant that Safeline has been able to help a greater amount of survivors of sexual abuse than ever before.

About NaviSite

NaviSite, LLC is a leading worldwide provider of enterprise-class, cloud-enabled hosting, managed applications and services. NaviSite provides a full suite of reliable and scalable managed services, including Application Services, industry-leading Enterprise Hosting, and Managed Cloud Services for organizations looking to outsource IT infrastructures and lower their capital and operational costs. Enterprise customers depend on NaviSite for customized solutions, delivered through a global footprint of state-of-the-art data centres. For more information about NaviSite Europe's services, please visit www.navisite.co.uk or email us at europeinfo@navisite.com.