

SWITCHING CLOUD PROVIDERS FOR FUTURE DIRECTIONS

Case Study



Our former IT issues have been resolved by Venom and we now receive a great service from a local and very effective partner.



Andy Alcock,
Operations Director



ABOUT

Founded in 2015, Future Directions is a values based high quality social care provider. They drive a personalised agenda so that each individual who they support has their own support package to meet their individual support needs. They currently provide services across the North West and plan to expand further.

They support people with complex needs who require additional support including adults and young people with:

- Mental health needs
- Learning disability
- Autism
- Forensic history
- Complex health needs
- Acquired brain injury
- Older people
- Dementia
- Profound multiple disabilities
- Young people in transition



THE CHALLENGE

Future Directions carry out a multitude of important operations which sees them working with vulnerable people. Therefore, data security and data protection is of paramount importance to them. With Future Directions being a large CIC (Community Interest Company).

They were utilising the Cloud through hosted desktops provided by another provider but were unhappy with the level of service they were receiving from that provider. They were experiencing multiple issues such as regular extended periods of downtime often on a weekly basis, improper data segregation and high response times to support requests.

More disconcertingly there was no sovereignty in force, every user having access to all the data held on the provider's platform, no segregation of data was in place with no user access rights in force.



IN MORE DETAIL...

“Venom IT provide Future Directions excellent customer service. If there’s ever a problem we can always guarantee it’s solved not only efficiently but in quick time. They understand our business needs and make sure those needs are not only met but consistently exceeded.”

Paula Braynion, Managing Director

Future Directions have around 190 computer users in total. They were regularly experiencing downtime each and every week which simply wasn't acceptable. To add to this, their provider did

little in regards to providing a reasonable level of support either remotely or on-site. On most occasions they were looking at a 2 day turn-around for staff to have their tickets acknowledged and looked at, the actual resolution being a different story entirely. In order to rectify these issues they decided to switch providers and took their intended works to tender, ultimately won by Venom IT.



THE SOLUTION

Future Directions requested 190 hosted virtual desktops be created on mixed platforms (Citrix & RDP), on a like-for-like basis. They also requested the creation of a large number of mailboxes, fully hosted and on site support for the 190 staff members as well as extra off-site backup, all of which Venom IT was more than happy to provide.

Venom IT had to migrate all the users across onto our Cloud infrastructure and set up new Microsoft Exchange mailboxes as well as migrating the existing user's mailboxes onto the new platform.

During the migration period our Microsoft & PRINCE2 certified project managers detected and highlighted

physical vulnerabilities within Future Directions existing local infrastructure which prompted Venom IT to recommend that Future Directions should look at replacing their existing firewalls with new state-of-the-art firewalls that are more suitable for their purpose. Future Directions having listened to and heeded this advice, decided to purchase new firewalls from Venom IT who then installed and configured them. This has resulted in less than 99.99% local downtime since the firewalls were replaced.



THE OUTCOME

As with many companies, Future Directions rely heavily on their IT system to provide crucial support to vulnerable individuals and any disruption in their IT could potentially impact the support these individuals receive.

Since moving to Venom IT, Future Directions have experienced no downtime when using their new hosted environment. Support levels have not seen a single SLA breach, the average first response time as of this moment currently stands at less than one hour with an average resolution time of less than 6 hours for all onsite and hosted tickets raised since they went live with Venom IT.

Hopefully, the latest feedback received from Future Directions reflects how they feel about their move from their previous supplier to us.