



‘You have to invest to save and Smartdesc have helped us do this. We’ve seen significant cost reductions and their ongoing support is brilliant.’

Jason Warriner; Governance & Quality Director

Background

Terrence Higgins Trust is the national charity for HIV and sexual health that provides a range of services for people living with HIV and those at risk of sexual ill health.

Jason Warriner is the Governance & Quality Director. Jason is responsible for clinical governance, audit performance and risk, in addition to IT.

Situation

After the departure of its IT Director, Terrence Higgins Trust was looking for an IT partner to conduct an independent review.

Smartdesc was recommended due to its experience in the charity sector. Jason says *'Working with charities is very different. We obviously have funding challenges and limited resources. We also have a need for more out of hours support.'*

When Terrence Higgins Trust met with Smartdesc, it had an aging IT infrastructure which needed to support;

- 120 people at their main office
- 30 centres across the UK
- Home and remote workers
- Mobile devices and video conferencing

Smartdesc recommended a full IT audit and communication technology review to gain an accurate picture.

Solution

Terrence Higgins Trust wanted an IT infrastructure that was fit for purpose for today and beyond. The Smartdesc IT audit discovered a number of key issues including; too many servers, ageing software and an IT department that required updating to meet the needs of the organisation.

Smartdesc implemented;

- A full development plan and strategy
- A business continuity plan, back-up & DR
- Improved IT security
- Wide-Area-Network upgrade & cost reduction
- Reduced cost & increased flexibility of mobile & fixed telephony
- Responsive & caring helpdesk
- Reduced cost of Video Conferencing

Terrence Higgins Trust engaged in a full overhaul of their IT hardware, software, processes and department.

Jason says *'Smartdesc implemented a full development plan and the way they communicated was excellent. They are very transparent; we received regular updates, we knew when work would occur and if there would be down-time. There were no nasty surprises in terms of what would happen and how much it would cost.'*

Result

Terrence Higgins Trust now have an IT solution that delivers what they need and a plan for the future. *'Now our IT works! We have a responsive helpdesk, a better deal for our mobile devices, back-up processes and storage plus a robust video conferencing system.'*

Jason recalls what life was like before Smartdesc, *'We experienced slow performance at times and it wouldn't be unusual for hardware to freeze - making it impossible to work. Remote workers couldn't always connect in, which is critical and even the WiFi in our building was weak.'*

Terrence Higgins Trust are delighted with the support that Smartdesc have provided *'Smartdesc are very easy to work with, they are professional, responsive and have a good sense of humour which always helps!'*