

# IT SUPPORT CASE STUDY

Presented by Brightridge  
Technology

# ROUTES TO WORK

## CHARITABLE ORGANISATION

### THE BUSINESS BACKGROUND

Routes to Work Ltd are a registered charity who were founded in 2002. They launched their employability services in March 2003. Throughout 15 years of operation, Routes to Work have provided support and guidance to over 57,000+ unemployed residents and assisted in excess of 17,000 people into work with 70%+ sustained in work after 6 months.

Routes to Work mission statement reads – “To reduce poverty and improve the health and well-being of North Lanarkshire’s Communities and Businesses by enabling people to access, sustain and progress within employment.”

Routes to Work decided to tender for their IT Support requirements in November 2017. Brightbridge was awarded the contract having submitted a value for money tender response highlighting our vast experience of providing IT solutions and Support within the charity sector.



# ROUTES TO WORK

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### THE CHALLENGE - IT SYSTEM ISSUES

Located in offices throughout North Lanarkshire, RTW has a mixture of a static and mobile workforce including some who work from non-RTW premises.

Route to Work's daily operations were being hampered through a mixture of using older technology and issues with connectivity to the central data servers and email back at the main office

They were unable to provide the regular levels of service they desired to service their clients.

Brightbridge quickly identified that there were issues with the main server that provides data sharing and email hosting for the main office, remote sites and mobile workers.

There were also issues with ageing hardware/software mainly in the form of laptops being used by staff throughout the organisation and unreliable connectivity.





# ROUTE TO WORK

## CHARITABLE ORGANISATION

### THE SOLUTION

#### System overview and features to meet and exceed specification

Our first task working with Route to Work was to produce a full audit of the hardware and software in use throughout the organisation. This enabled us to build a full picture of the network identifying issues and building a report using our network and endpoint management tool Autotask AEM.

We engaged with RTW to produce a plan of action based on our initial findings.

The main server that hosts their File Sharing, Email and Remote Access was sluggish and was struggling to cope with user activity on a daily basis and was regularly stalling in a 'hung' state.

The AEM software agent installed on the server quickly identified issues with the processing capability of the system causing the user lockouts and connectivity issues.

This was remedied by installing a second processor and using our experience in a virtual server environment to re-allocate server resources, this had a dramatic and immediate effect on the stability and performance of the server enabling staff to perform their duties with confidence.

**Satisfaction levels increased dramatically.**

# ROUTE TO WORK

## CHARITABLE ORGANISATION

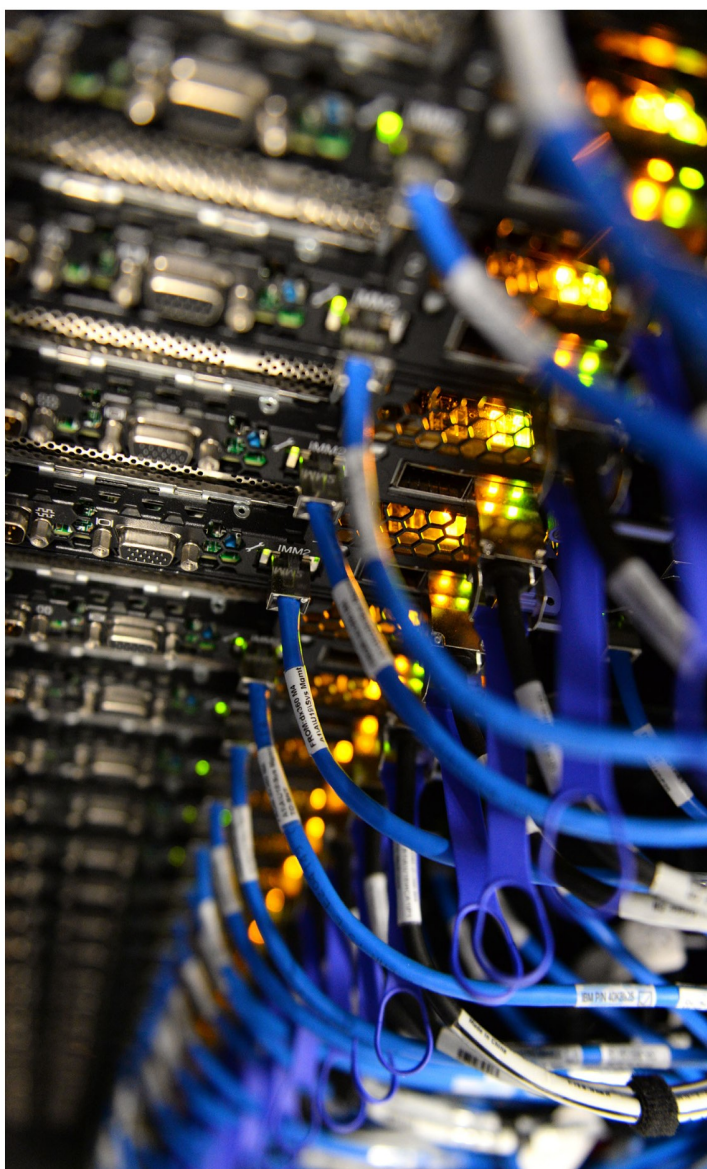
### THE SOLUTION

#### System overview and features to meet and exceed specification

We also introduced our ticket management portal to RTW and they have benefitted from using the service on a daily basis logging tickets and getting fast access to our support staff through this medium.

Connectivity issues were remedied at remote sites by installing Ethernet cabling minimising the need for using Wi-Fi for prolonged network activity, the improvement was immediate.

Brightridge, working with the Routes to Work Management team, created a program aimed at replacing and upgrading laptops and PC's where we identified issues with their performance. RTW users are now operating in a much more efficient manner gaining stable access to their data. This in turn is allowing them to provide a better service to their clients.



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### THE SOLUTION - SERVER & EMAIL HYBRID

#### System overview and features to meet and exceed specification

To provide Route To Work with a more resilient and stable data access and business critical email solution we designed a hybrid server and cloud solution.

The main server has been replaced by a new server that has been designed to accommodate current and future file storage and secure data access requirements for RTW. Secure access is available from within the main office locally and through a remote desktop gateway that has been designed to provide secure remote access using secure certificates.

Email, Calendars, Contacts etc were migrated to Microsoft's Office 365 environment enabling staff to have access to this business-critical application independent of connectivity to the main office in an emergency site down situation.

This hybrid system has been enhanced further by the provision of a 100Mbps leased line internet connection that allows fast access to server resources from out with the main site also enabling fast server access to RTW Office 365 services.

#### Security

Brightridge Implemented Intune to give added security and control over the mobile workforce, adding to all laptops and mobiles phones , this allows all devices to be centrally managed with a defined policy , and if any device is lost allowing secure deletion of the OS and any files on the device.This allowed RTW to obtain cyber accreditation



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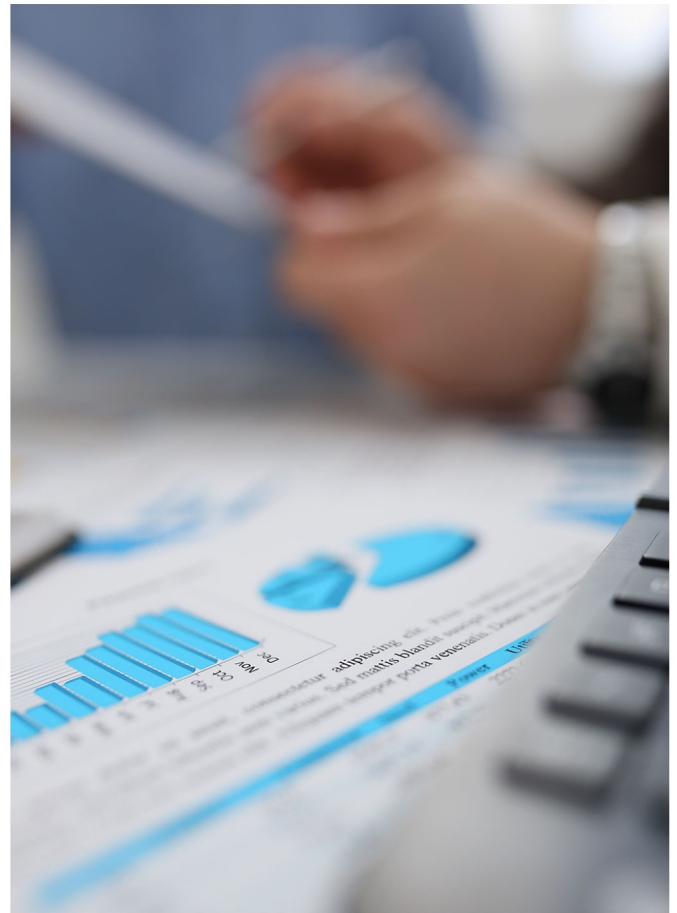
## CHARITABLE ORGANISATION

### IMPACT & BENEFITS

System overview and features to meet and exceed specification

Since April 2018, Brightbridge has transformed the IT Infrastructure at Routes to Work by providing a professional network design and implementation service resulting in a stable IT platform that has enhanced the usability of their data and their provision of services to their clients.

Route To Work staff also now have access to our IT management ticket portal where they log tickets and can have access to historical information and SLA reporting 24/7.



Sheila Munro, the Business Support & Quality Manager at Routes to Work commented.

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