

THE CUSTOMER



Sector:
Not-for-Profit

Industry:
N/A

Location:
International

Profile:
A global partnership of conservation organisations that strive to conserve birds, their habitats and global biodiversity and help local people towards sustainability in the use of natural resources.

BirdLife Partners operate in over one hundred countries and territories worldwide and are working to improve the quality of life for birds, for other wildlife (biodiversity) and for people.

Solution Technology Stack:

- Microsoft Windows Server
- Microsoft Exchange Server
- Symantec Backup



THE CHALLENGE

The IT resources and support for the UK and its international offices are provided by a sophisticated Microsoft-based infrastructure located at BirdLife Headquarters in Cambridge.

This system is managed by a single experienced IT manager who used local IT suppliers to provide a limited support service.

The organisation required a significantly enhanced support and maintenance service for the key systems in based in Cambridge which provide support for file management, communications and a number of specialist applications.

In addition, BirdLife International required remote support services to users based in offices located in Ecuador, Jordan and Belgium.

The principal objectives of BirdLife International are:

- Prevent the extinction of any bird species
- Maintain and where possible improve the conservation of bird species
- Conserve, improve and enlarge sites and bird habitats
- Conserve biodiversity and improve the quality of peoples lives
- Integrate bird conservation into sustaining people's livelihoods

THE SOLUTION

Softwerx worked with BirdLife International to configure and deliver a customised ASSIST package of support services. ASSIST has been designed to offer the maximum flexibility, enabling our customers to work with us to build a contract which meets their unique requirements. A typical package provides guaranteed support with agreed response rate of 4 hours to resolve issues with key servers and the internet and an 8 hour response to cover less urgent issues.

The key to our delivery of prompt and efficient support is our Helpdesk Support team who provide assistance using the telephone, email and remote access to any system. Using our Microsoft Dynamics CRM Helpdesk system, all requests for assistance are logged and scheduled for a response. An appropriate member of the team is then assigned to resolve the outstanding issue as required.

In the event of an emergency, an engineer will visit the BirdLife International UK office and promptly repair or advise on a suitable repair of the system. In addition, we perform a series of maintenance activities at regular intervals that include the checking of all server logs, backup functions and update of all Microsoft software with important upgrades and patches.

Remote and secure connections have been established with the use of VPN firewalls to provide the same level of support services to the BirdLife Regional Secretariat offices in Quito, Amman and Brussels. Local issues in these countries with respect to the supply and maintenance of hardware are handled by liaison with local suppliers.

THE BENEFITS

- Partial outsourcing has improved the efficiency of all users.
- The coordination with a single outsourced supplier has enabled a single member of staff to centrally manage and coordinate IT support to a large number of users in the UK and international locations.
- Regular preventive maintenance has ensured that all software is kept updated and has reduced unscheduled and potentially expensive downtime.
- Remote access has allowed 75% of all issues to be resolved without visiting the office, thus minimising the disruption to staff and reducing the cost of more expensive onsite visits.
- Remote access provides a reliable and effective support service for BirdLife Partners based in Quito, Amman and Brussels.

THE CUSTOMERS PERSPECTIVE

"The Softwerx ASSIST contract has provided me with the assurance that our key IT systems are well maintained and supported. The flexibility and resources of the team has provided a highly effective service to provide user support to staff working in remote offices in South America, Europe and the Middle East."

Tony Leggatt
Head of IT Systems
BirdLife International

Our team of experienced consultants design and implement systems that help organisations achieve their goals.

Our experience in IT outsourcing can give your organisation the tools it needs to:

- **provide IT support to all users**
- **significantly reduce costs and deliver service within budget**
- **reduce unscheduled downtime**
- **deliver remote services to geographical remote locations**

