

Cloud Migration and Dedicated Support Desk Transforms Diabetes UK's Mission Critical Infrastructure

Summary:

Client:

Diabetes UK

Sector:

Charity

Company Size:

400 staff, 11 offices and a network of 200 dedicated volunteers

IT Department

15 staff

Key Technologies

Office 365, Cloudlab

IT Lab Services Provided:Business Process Consulting,
Full Service Support

Project goal:

To maximise technology efficiency and reliability through the adoption of Cloudlab - IT Lab's private cloud infrastructure. To collaborate on a strategic and adaptable technology roadmap, helping Diabetes UK deliver a world-class service to its users.

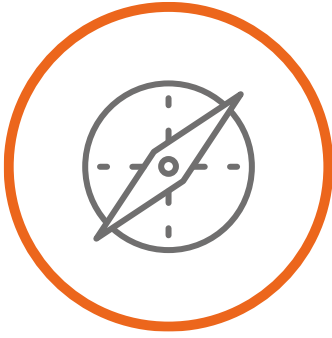
“We chose IT Lab because we wanted a technology partner who would not only meet our needs operationally, but would help us build a long-term strategic vision to take our IT systems forward. Through close collaboration, they demonstrated a deep understanding of our organisation, our culture and our aspirations. IT Lab met our challenges head on and their technological capabilities are unparalleled.”

- Ali Jaffri, IT Projects and Operations Manager, Diabetes UK

**Diabetes UK**

The Client:

Diabetes UK is the country's largest charitable investor in diabetes research, and funds pioneering exploration into care, cure and prevention for all types of the condition. Together with a network of over 10,000 professional members and specialists, the charity supports more than 4 million people in the UK living with diabetes, helping them to manage their disease and improve their lives.



Navigate:

Defining Challenges and Opportunities

The key challenges facing Diabetes UK were:

- Its operations were being hampered by the response and resolution times delivered by its incumbent technology provider.
- The charity's IT infrastructure and service provision were inflexible and did not support its technology needs.
- Diabetes UK wanted a technology partner that would provide ongoing strategic input to hone its technology roadmap and harness the latest adaptive technologies.

“Our experience working with other organisations in the charity sector meant we had a detailed understanding of the challenges facing Diabetes UK from both an operational and budgetary standpoint,” says Tom Hipwell, IT Lab's Business Development Manager. “The migration to Cloudlab has given Diabetes UK a truly mission critical infrastructure that is far more responsive to users' needs, and our teams are continuing to work together to deliver ever greater efficiencies.”

Integrate:

Delivering Infrastructure and Applications

To help Diabetes UK overcome its business challenges, IT Lab:

- Transitioned the IT service desk support to IT Lab with a thorough on-boarding process.
- Planned and executed the move from hosted infrastructure to IT Lab's private cloud platform - Cloudlab - and migrated the server infrastructure over a schedule of planned migration weekends.
- Provided a dedicated onsite engineer and skilled team of remote engineers to provide swift speed of response and a guaranteed level of service 24/7.

Operate:

Ensuring Optimal Performance

The positive impact on Diabetes UK's operations has been significant:

- Systems outages eliminated, and performance issues dramatically reduced while Service Level Agreement (SLA) adherence is more than 95 per cent, leading to a marked increase in productivity across the charity.
- Problem resolution times greatly reduced, further improving system uptime.
- The delivery of a clear, succinct and agreed IT roadmap, which is reviewed and updated on a continual basis, is continuing to optimise the organisation's return in IT investment.

“The IT Lab dedicated support desk have quickly come to understand our business and processes and we have been particularly impressed with the engineering capability shown by IT Lab within their 3rd line support team. There have been numerous occasions whereby a difficult issue has arisen and once escalated it has been quickly and efficiently resolved. The combination of the dedicated desk, onsite support and 3rd line escalation has made the transition to IT Lab very smooth.”

- Ali Jaffri, IT Projects and Operations Manager, Diabetes UK