ICT SYSTEMS RESCUED AT RSCPA RADCLIFFE ANIMAL CENTRE

RSPCA RADCLIFFE
Animal Centre

📍 rspca-radcliffe.org.uk

👤 Approx. users: 10-15

Based at Radcliffe on Trent, The RSPCA Radcliffe Animal Centre Trust is a registered charity that provides accommodation for 90 dogs, 92 cats and numerous other small animals and birds.

The Client

For more than 40 years, the RSPCA Radcliffe Animal Centre has been responsible for the rescue and rehoming of thousands of abandoned and neglected dogs, cats and other animals. As a registered charity, independent from the national RSPCA, the centre relies solely on financial support from the local community. A solid communications and IT infrastructure are integral to ensure continuity of essential services to the public and to enable staff to respond swiftly to animals in danger.

Key Outcomes

✓ Total overhaul of IT infrastructure

✓ Improved onsite and remote support for users

✓ Robust backup solution installed to ensure business continuity

✓ Overall security improved with anti-virus and better controls

✓ Increased efficiencies with upgrades to computers and telephony hardware

The Challenge

RSPCA Radcliffe first contacted Air IT when their existing IT support company went into administration. Without notice, their broadband connectivity was cut off leaving them with no inbound or outbound call and internet facilities. The staff were reduced to using mobile phones to keep in touch, but this was a costly short-term fix.

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The Air IT Approach

As a matter of priority, we reinstated connectivity through the provision of a wireless fibre product, and installed a separate line and broadband service to lay the foundations for a new telephone system. The centre opted for a new Hosted VoIP System (HVS) with unified communications capabilities built in. New telephone handsets were delivered with each user's individual settings pre-configured, further reducing downtime by mitigating the need to set up each one individually.

To ensure the security of the RSPCA Radcliffe's data and systems, an anti-virus program was deployed throughout and a new regular automated backup system introduced.

For the duration of the project an Air IT engineer remained onsite to ensure the changes happened smoothly and to support the RSPCA Radcliffe staff with any training and set up requirements.

The Outcome

Underpinned by reliable connectivity solutions, RSPCA Radcliffe now has a much-improved IT and telephony infrastructure. A secure and robust back up is also in place to protect their important systems and data.

The office staff receive consistent and improved support from the Air IT service desk to ensure their new set up-runs smoothly, as well as remote and onsite support if and when any issues arise. With business continuity taken care of, RSPCA Radcliffe have the confidence that any future downtime will be minimised with quick and efficient recovery.

Special Projects

After identifying issues with existing aging hardware, Air IT has implemented an upgrade of equipment. Workers now enjoy the benefits of multiscreen working, with new computers and desktop docking stations for new laptops.

Air IT is now RSPCA Radcliffe's trusted IT partner, and we continue to work with the evolving needs of the centre and assisting with future projects.

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