



# ACTION DEAFNESS MIGRATE TO THE CLOUD FOR SECURE ONSITE AND REMOTE WORKING

actiondeafness

 [actiondeafness.org.uk](https://actiondeafness.org.uk)

 Approx. 70 users

Main office in Leicester with offices in Loughborough, Derby and Brighton.

## The Client

Action Deafness is a deaf-led registered charity that provides intelligent solutions for their clients, with a unique insight into the issues faced by people who are deaf, deafened and hard of hearing in their everyday lives.

With a customer centric approach, communication is a key corner stone of the charity, which provides over 15,000 hours of support to its clients every year.


## Key Outcomes

- ✓ Infrastructure extended over two sites
- ✓ Migration of existing email exchange to Office 365
- ✓ Increased productivity and operational efficiencies
- ✓ Secure remote working capabilities
- ✓ Non-profit organisation discount of Microsoft licenses

## The Challenge

Action Deafness was expanding its operations to an additional office space, and so required an extensive IT and Communications infrastructure to be extended across both the existing and new sites.

In addition to this, the charity wanted to migrate their existing Exchange server to an improved and more secure cloud-based server. With a large percentage of staff working remotely, the team required easy access to shared documents and robust security measures.

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**“Air IT successfully managed the extension of our IT infrastructure in an efficient and professional manner. There was minimal disruption throughout, and the process of upgrading to Office 365 was smooth and well-handled. We now work with Air IT as our remote service desk – the staff continue to be helpful and polite. We are very happy with the service we receive.”**

**JIM ROBERTSON, FINANCE MANAGER**

**actiondeafness**

## The Air IT Approach

Work took place out of office hours to ensure there was minimal disruption to the Action Deafness staff, with an engineer on-site during working hours to ensure that systems were fully operational and any issues dealt with promptly.

As a Microsoft Gold partner, Air IT was able to work with Action Deafness to secure a significant discount on their Office 365 package as a not-for-profit organisation. As part of the Office 365 install, Bitlocker was deployed across systems to increase data security.

Air IT installed unified threat management (Sophos), Firewall (VPN), and intrusion detection and prevention capabilities across a single platform, simplifying the entire security package.

## The Outcome

Migration to the new site was a success. The introduction of the cloud-based Office 365 platform offered increased security and accessibility, and the team now benefit from increased productivity when working off-site or at home.

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Thanks to the Bitlocker device encryption service, the team’s devices can only be accessed by authorised users. The installation of VPN adds further protection, providing encrypted access to the internet for those working outside of the office. The organisation now has peace of mind that any sensitive client and company data is safe and secure, as well as ensuring legal compliance with recent data regulation.

## Special Projects

Following the migration, Action Deafness required full hardware upgrades across 10 workstations to replace outdated equipment. Each of the replacement devices were preconfigured in the Air IT workshop before being installed in the Action Deafness offices, making sure everything was ready to go.

Many of Action Deafness’ employees are members of the organisation themselves, as members of the deaf, deafened and hard of hearing community. Air IT continues to offer service desk support to staff in a variety of ways, ensuring end users are able to communicate with the Air IT Service Desk technicians via phone call, email and the Air IT Service Hub.

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