



## Professional Services - Support, Maintenance & Installations



Providing opportunity: promoting change

**Company:** Harrow Mencap

**Founded:** 1946

**Headquarters:** Harrow, UK

**Website:** harrowmencap.org.uk

**About the company:** Harrow Mencap is the primary campaigning organization and the leading voice and provider of personalised services for people with learning disabilities in Harrow. Working with over 500 people each year offering a lifetime of personalised care and support from childhood through to older age. We run a number of grant funded projects promoting inclusion, participation and community engagement. We support people with learning disabilities, helping them to speak up on issues ranging from welfare reform, health, transport, voting and housing.



### Challenges

- Previous IT provider would not provide administrator passwords to clients owned servers which hosted all data.
- Slow Network (some computers ran on 10MB).
- A single server with low resources was running Hyper-V hosting various VMs (Exchange, SQL and Domain Controller).
- A large number of virus' on multiple computers.
- No technical support for end users.
- Most users could not access their emails.

### One Care iT Professional Services

- Due diligence was carried out on the existing setup. A full detailed report was submitted to the client.
- With the client's permission, an ethical hack on the old server was preformed to regain control of server and data.
- Emails were migrated from onsite to O365 in the cloud.
- All viruses were removed by installing Vipre Anti-Virus Endpoint on all computers and laptops.
- All users were provided with contact details directly to engineers for any support related issues.

### Results

- All users have secure access to their emails (via office computer / laptop or web browser).
- Within year one, 416 support incidents were raised between 3 sites and all resolved within 4 hours.
- Fast 1gb connection for all computers and laptops.

*"We are so impressed with the way One Care iT works, they not only successfully secured a long-term agreement for the provision of IT support and maintenance, but we also commissioned them to Project Manage and implement the whole project. I have received numerous positive feedbacks from our staff on the level of service received - they are responsive and deal with issues quickly and effectively."*

- Alison Davies, Deputy Chief Executive