



# KORIS365

## CASE STUDY

# Acquisition and growth

Creating a new tech landscape to move forward.

GIPSIL works with children, young people and families in the most disadvantaged communities in Leeds to help them realise their potential. Their services include counselling, supported accommodation, skills and apprenticeships, and support groups. Koris365 works with GIPSIL, providing them with IT support, networking, cloud services, backup and DR, licensing and projects.



# The Situation

As Head of Finance and Resources, John Riley, explains, GIPSIL's ageing infrastructure was causing issues as the organisation prepared to grow from 40-110 employees in just 12 months.

**"We were approached by a similar organisation who were in financial difficulty and would not be able to continue to deliver their services. They needed us to rescue them in some form or another. We agreed to transfer over a lot of their services and staff predominantly from their Archway site and take them on."**

By the time negotiations were completed, there was a tiny mobilisation window; "I approached three companies to tender on an incredibly tight timeframe as I needed this done and dusted as soon as possible. In just 6 weeks' time, I would have no support for the IT infrastructure at Archway."



Along with requiring support, the increased number of users meant that the infrastructure needed updating, but this was not as simple as it could have been. "Our existing server infrastructure was end of life and no longer supported by the manufacturer. The only way to upgrade it was with second-hand parts, and I wasn't prepared to set our infrastructure up on this basis."

# The Right Supplier

Although he had an idea of what GIPSIL needed, John left it open for the companies to interpret.

"Koris365 grasped exactly what we were after, they understood the way that we operate and offered the most efficient and cost-effective solution. They provided security and failover without it being over the top and costing an arm and a leg." Koris365 recognised that John did not want public cloud and instead recommended a private cloud model.

John recognised the importance of the relationship between the two businesses; "IT affects the whole organisation so we have to get it right. Do they understand the way our business operates? Do they deliver what we want? Do they do it in the way that we want them to be doing it? Have we got a relationship that works? Koris365 ticks all of those boxes."

Any issues with old kit were properly dealt with to ensure that GIPSIL's new infrastructure will be robust and reliable going forward.

"Koris365 find a problem, identify the cause and fix it. I like that, it is being done properly. They don't just use a patch without finding the root cause. I love Koris365's approach to problem solving."

**CITRIX**

Silver Partner

**DELL EMC**

Gold Partner

# The Solution

Koris365 provided a new Hyper-V set up based on Citrix and Dell Compellent SAN, keeping the organisation's needs in mind with the solution.

The extent of the network refresh was due to the old kit becoming end of life, John was keen to avoid this happening again.

## Remote Working

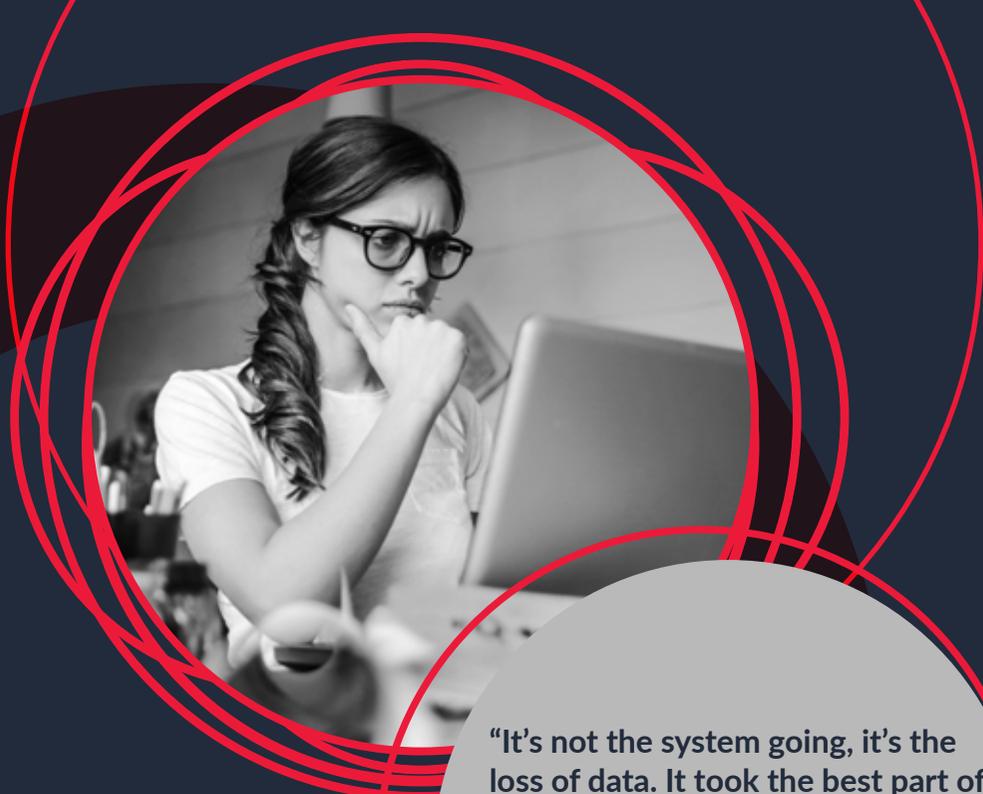
Citrix Netscaler offers greater security, whilst the new implementation makes remote working much more efficient.

Koris365 delivered. "Now it is streamlined and easy. The Citrix upgrade was seamless and we have a single mode of accessing our remote desktop. Everybody can help each other regardless of the device you are logging on with which is fantastic."

"The model of our Citrix system caused problems. Depending on the operating system or the browser, you had a different way to access your desktop. We had lots of people trying to work remotely and creating a lot of support calls as they could not log on. One of the key things that I wanted to happen was the store front access so that everyone was accessing it the same way."

"We wanted to be sure that this would never happen again so we moved to-wards an independent units model. It will now be much easier to replace things as we can change one at once, not an entire box."





**"It's not the system going, it's the loss of data. It took the best part of three weeks for people to access a desktop and another three to four weeks after that point before any emails were restored. It was absolutely horrible."**

**"The Service Desk response is fantastic. 99.9% of the time it is done very quickly, well within any SLA. I think 1st response SLA for a P3 is 4 hours but it's very rare that we wait more than an hour or 2. More often than not it is done within half an hour and these are non-serious incidents."**

# The Importance of Backup and Recovery

A past failure, whilst receiving backup from a previous provider, made reliable backup and disaster recovery a priority for GIPSIL; "A while ago two RAID5 disks failed in quick succession and shut the system down. As the incremental back-up picked up the drive failure we had to go back to the most recent master image which was two years old. We managed to recover all bar two weeks of work but it was a fluke. We now require incremental backups and refreshes of the master image at regular intervals."

A serious incident, with a client, shortly before the data loss highlighted the need for disaster recovery; "After a serious case we are required to complete a review in conjunction with the Police, Social Services, the local authorities, NHS, every-body. We can't afford to lose this data. If we couldn't provide our data we would have been incredibly embarrassed." Although they recovered most of the data, there were still problems for the organisation.

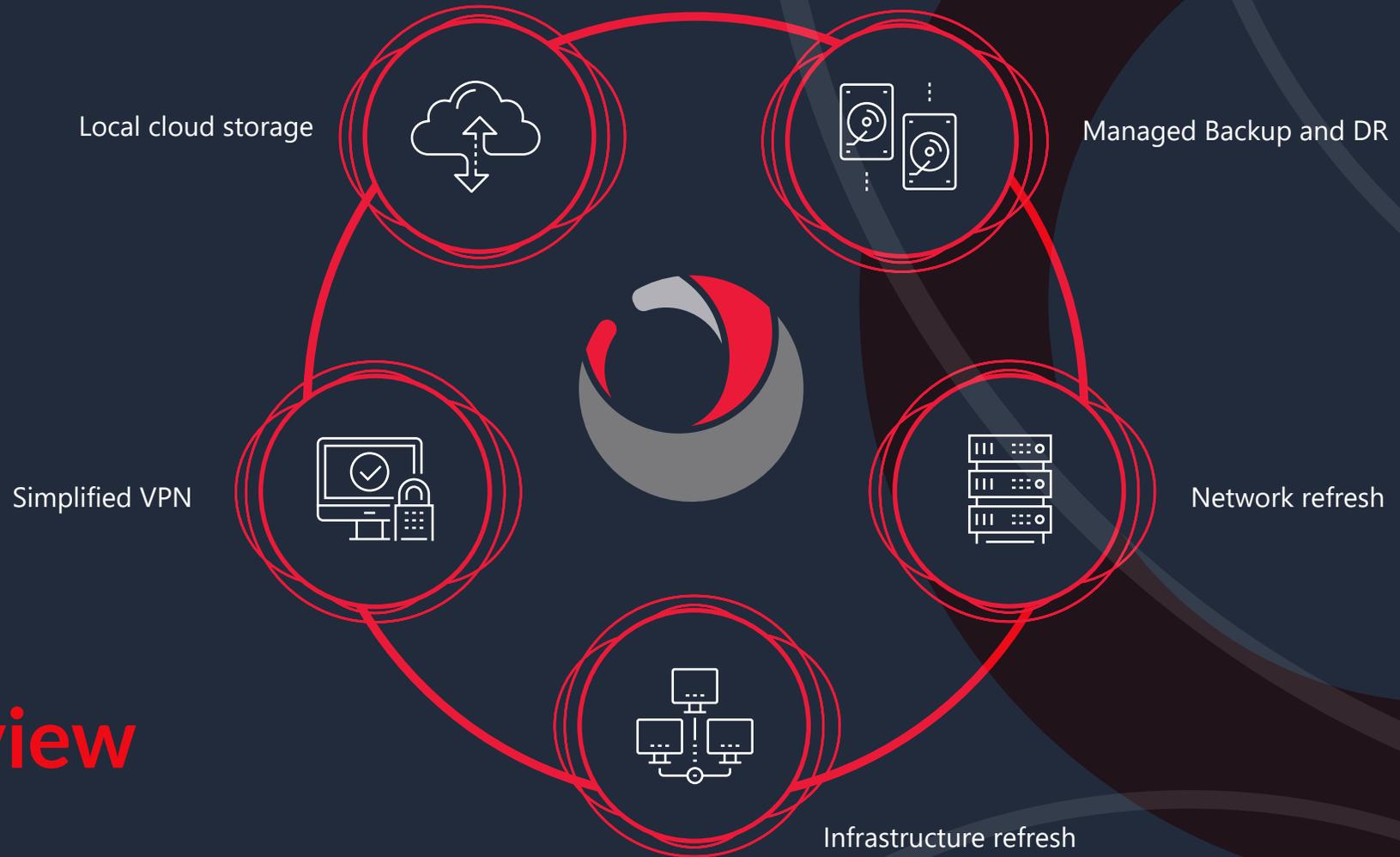
## The Koris365 Service

Koris365 is an extension of the IT team; "There's three of us that are the first point of contact for technical queries but none of us are hugely technical. We rely heavily on Koris365 to ensure that the servers and associated bits are delivering the service that we need them to deliver. They are very good at keeping us going."

Most dealings are with the Service Desk, a team that John rates as "excellent, friendly and professional". The response time has definitely played a part in his positive impression.

# A Growing Partnership

"It's really good to see how Koris365 has grown and developed since the previous tender. The competitors were so much bigger before but they aren't now. It gives us extra confidence when we see that Koris365 is growing and getting stronger."



## Overview



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