

Managed services support international charity



Colonel Robyn Maxwell from the International Salvation Army helps a Filipino family affected by 2013's Typhoon Haiyan – one of many disaster responses aided by the network infrastructure scalability provided by hSo.

At a glance

Challenge

- Cope with sudden disasters
- Secure web donations efficiently
- Effective service management
- Future-proof the solution

Solution

- hSo's MPLS core platform
- Connections to training colleges and a DR site
- Lines from multiple operators
- Use of multiple data centres in the core

Benefits

- Responsiveness to sudden usage spikes
- Adjustable bandwidth payable as needed
- Reliable data & voice
- Dependable customer service

Why they chose hSo

It was the value, adaptability and general approach from hSo that attracted the International Salvation Army.

Mark Callahan, the International Salvation Army's Chief Information Officer, said: "hSo came to us with a completely different philosophy to other suppliers – they were totally focused on meeting our needs and very cost conscious in their approach. We were stunned at how flexible they were towards all our requirements."

"We are very happy with hSo's managed service, and it contributed to our ability to collect so many donations..."

Mark Callahan, Chief Information Officer at the International Salvation Army

The challenge

The Salvation Army was founded by William Booth in London in 1865. The International Salvation Army is one of the largest non-governmental relief agencies in the world and operates in 126 countries. Based in London, the organisation manages secure online donations through its website www.salvationarmy.org

The International Salvation Army needed a highly flexible, managed services solution to support the very reactive nature of its global remit, to secure online donations through its website, and to ensure that delegates at its training & conference centres had access to current information and systems.

Mark Calleran, Chief Information Officer said: "As you can imagine, being such a reactive organisation, we have to be dynamic in our responses. Our challenge tomorrow will be different to the challenge of yesterday and the key to our success is flexibility."

"Not only does hSo deliver the network access and reliability we need on a normal day-to-day basis, but the support team responds quickly so that we also have the flexibility to deal with increased demand as soon as we need it."

Mark Calleran, Chief Information Officer at the International Salvation Army

The solution

hSo's highly flexible MPLS core network carries site-to-site data and voice communications including email, website traffic, and all international web-based donations. The network also connects to the International Salvation Army's training colleges and Disaster Recovery site. hSo uses lines from multiple network operators, terminated in multiple points of presence (PoPs) in the hSo core, to deliver high levels of resilience and reliability.

The benefits

The scalability of the solution lets the organisation respond effectively to unforeseen events. It also allows for growth in line with its changing needs. And the network infrastructure facilitates use of other technology in the future, for example data back-up.

Following Hurricane Katrina, online web donations caused a surge in demand on the International Salvation Army's network. hSo doubled the network speed within one hour, in response to the huge influx of donations. On one day, global donations increased by nearly \$6 million.

Mark adds: "Not only does hSo deliver the network access and reliability we need on a normal day-to-day basis, but the support team responds quickly so that we also have the flexibility to deal with increased demand as soon as we need it."

"We are very happy with hSo's managed service, and it contributed to our ability to collect so many donations, e.g. following Hurricane Katrina – donations that will make a real difference to people's lives."

Chris Evans, MD of hSo commented: "We are delighted that our managed services and high levels of customer service have provided the International Salvation Army with the bandwidth, availability and flexibility they need to respond quickly when disasters occur. Our solution means that they only pay for bandwidth increases – up to a gigabyte if necessary – as and when required."

About hSo

hSo is a carrier-independent network service provider. Our managed services span inter-site and Internet connectivity, telephony and data centre solutions, including cloud and virtualisation. To find out more, visit www.hso.co.uk or call us on **020 7847 4510**

hSo 50 Leman Street, London E1 8HQ
020 7847 4510 www.hso.co.uk twitter.com/hSo

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