Support tree

THE HOUSE OF ST BARNABAS

CHARITY AND MEMBERS' CLUB

Support Tree provided temporary emergency IT support and long-term IT solutions for our client after they experienced a fire in their server room. We responded quickly to our client in a great time of need.

The Business Challenge

Our client, The House of St. Barnabas (HoSB), experienced a fire in early 2018 which saw their server room badly damaged and rendered inoperable.

The server room contains their core network including servers, switches and backup devices — all of which were destroyed in the fire. Their fibre optic broadband line was also rendered unusable after the fire, meaning access to the internet was cut off.

- ✗ Severely damaged infrastructure
- ✗ No access to the internet
- ✗ No access to files or folder
- ✗ No productivity!

HoSB urgently required IT consultancy for an immediate temporary solution in addition to a permanent long-term solution going forward.

It was clear to us that this was an urgent case, so we made it our top priority to help our client to ease their pain.

The Company

Situated on Greek Street in London, The House of St Barnabas is a charity and members' club that has been helping London's homeless back into work since 1862.

Their mission is to create a community of individuals who are invested in growing a society where lasting, long-term work is a reality for people affected by homelessness.

> **"** *Support Tree are an extension of our team and provided continuous support during our server room restoration.* **"**
>
> Manager

The House of St Barnabas

LONDON

> ## "Support Tree took great care in coming to our site to help in whatever way they could.
>
> They provided quick recommendations and set up a temporary fix, so we could still work with minimal disruption
>
> They're an extension of our team and provided continuous support during our server room restoration.
>
> I know we can always rely on them to act in our best interests. **"**
>
> Manager

Our Solution

We visited the site the day after the fire to review the damage to equipment. We provided indicative costs for replacement of equipment, with the end bill landing within a 10% range of the initial indicative cost.

One of HoSB's most urgent problems/issues was not having access to internet connectivity, preventing staff from working. We provided provisional temporary 4G data connectivity while their fibre line was being replaced.

We also set-up a completely new network to replace the destroyed core network. The new network was quick to implement as we had backup configurations of the existing setups.

We managed all insurance requests for information and managed time and service level expectations.

Their servers were restored in the cloud, giving HoSB access to their services, files and work-critical materials within a day.

Their Outcome

Despite the complete destruction of network equipment, HoSB staff could quickly resume work thanks to our resilient backup solution.

The ST Business Protect solution conducts hourly backups or 'saves' of data. For HoSB, this means a detrimental amount of data was not lost and staff were able to work as usual, even when disaster struck!

Find out how to protect your business data with:

ST Business Protect.

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Outsource your IT requirements today and focus on what's important – your business.
Contact us on: enquiries@supporttree.co.uk or 0800 292 2230