CASE STUDY

JANUARY 2018

Jigsaw (South East)

Jigsaw (South East) is a charity based in East Grinstead, West Sussex which carries out its work in Sussex, Surrey and surrounding areas.

They support bereaved children, young people and their families, as well as those who have been affected when a family member receives a terminal diagnosis.

🌐 **www.jigsawsoutheast.org.uk**

ISSUES

- The email system was POP3-based, which is outdated and totally unsuitable for their requirements. Microsoft no longer support it through Windows 8, and email can only be accessed on one device, therefore no other devices can see it, once downloaded. Emails are stored locally on a PC, and not on the web server, so they need to be archived manually.
- There was no remote access for field-based staff.
- Like most charities, budget was a real concern.

What was needed?

A new and cost effective email system that could be accessed by all relevant staff members, and a vastly improved security set-up.

THE ASHDOWN SOLUTION

- Installation and configuration of new systems. We moved email from the old POP3 server to Microsoft Exchange via Small Business Server using discounted licence for charities.
- To economise further, we re-used the existing server hardware, refurbishing desktop computers to stretch the budget.
- Set up SharePoint and Outlook Web App (OWA) so that people who are off-site can access the system.
- We added internet security with server/desktop endpoint protection and cloud-based email scanning, as well as segregating confidential data to keep it safe and secure.

In addition, we provided:

- On-going support services to ensure everything continues to run as intended.

UPDATE – we have now moved Jigsaw's email to the Microsoft Office365 cloud, and will shortly move the Sharepoint libraries to Office365 to better support their office and remote teams.

RESULT

- A rejuvenated system which allows Jigsaw to communicate efficiently, both from the office and when in the field, whilst using multiple devices.
- A secure system handling sensitive information.
- A cost-effective system, attained by re-using and refurbishing old hardware and making use of discounted charity licensing for software.

jigsaw south east

> Ashdown Solutions has successfully and effectively upgraded our IT systems over the past five years. They continue to provide a prompt support service responding and understanding the developing needs of the charity. **Nickey Price - Jigsaw (South East)**