



Noah's Ark Children's Hospice was established in 1999 and currently provides support to over 160 life-limited or life-threatened children, young people and their families within North and Central London, and Hertsmere. Their inspirational 'holistic circle of care' approach ranges from practical and emotional support, ultimately through to end-of-life and bereavement care.

"Over the last three years, Noah's Ark has seen huge growth as a charity. This has meant that our IT support and development has been critical to enable us to grow and provide the Care services that are needed by the children and families we support across London. SynergyGroup has been, and continues to be, a superb advisor and supporter in helping us to develop the Charity and enable us to continue seamless delivery. We view SynergyGroup as a key partner in enabling us to develop and grow, and a vital part of our operational efficiency. The Team at SynergyGroup really does add value, not only in the technical sense but also by ensuring costs are kept low and advising and preparing us for future technological advances."

Ru Watkins, Chief Executive, Noah's Ark Children's Hospice

The Challenge

Without IT investment for over a decade, Noah's Ark was suffering from data storage issues, an archaic .server, software which was no longer supported by Microsoft, an end-of-life mail server, insufficient virus protection and difficulties gaining remote access.



Your Technology Partner

Synergygrp.co.uk 0800 915 6666

The Solution

Having received quotes for the server installation from two other IT support companies, Noah's Ark was keen to seek alternative pricing. SynergyTech assessed its current IT infrastructure and quoted competitively for the install.

Updating the ageing HP 350 ProLiant server with a Dell T620 server delivered the scalability by having built-in room for growth, enhanced operational efficiency and powerful systems management.

The hospice was also using a Windows 2003 SBS server with an 8GB system drive, which caused the server to fill the hard drive and subsequently crash the system. This was replaced with a Microsoft 2012 R2 standard, Hyper V loaded with 2 virtual machines (VMs) running SQL 2014, a database server. The other virtual machine was running as a 2012 remote desktop server. Speeding up operations by adding 1.6TB of storage space. This also solved Noah's Ark remote access difficulties by allowing multiple sessions or users to directly access the server.

To maximise the new storage space available, SynergyTech de-duplicated the data onto the new server and implemented a new cloud-based backup solution. De-duplication involves running a report to show where the data is being duplicated and for what purpose, and a new structure is created to minimise the opportunity for this to occur.

Ensuring the safety of data and communications within the hospice, SynergyTech updated the anti-virus platform to Symantec Cloud endpoint protection; a considerable security upgrade.

The Outcome

SynergyTech is in an ongoing partnership with Noah's Ark; advising on technology to enhance the charity's effectiveness whilst improving the stability of its IT infrastructure to minimise maintenance costs.

When asked about the service received from SynergyTech, Ru Watkins, Chief Executive, said:
"It has been a pleasure to work with Richard to achieve a new cost-effective install for Noah's Ark. Richard listened to our requirements, and came up with a good workable solution for us. As we are a charity, Richard was fully appreciative that any solution had to be supplied within a tight budget. Richard and his colleagues have provided an excellent personal service prior to, during and post installation. We look forward to working in partnership with SynergyTech over the next couple of years."

Supporting "Building The Ark" Campaign

There are over 1,200 children with life-limiting or life-threatening conditions in North and Central London but, tragically, no children's hospice building. Through Noah's Ark Building The Ark campaign they're raising funds to construct North and Central London's only children's hospice building. This new building – The Ark – will complement Noah's Arks Hospice-at-Home services, providing 24-hour end-of-life and post-death care, overnight stays and sensory, music and art rooms. This state-of-art building is set within a beautiful 7.5 acre nature reserve in Barnet.

We at SynergyGroup proudly support Noah's Ark Children's Hospice with their Build the Ark campaign. To find out more, and to donate just an hour of your salary towards the building of the ark, click on the banner image below.

