

Case Study: Refugee Support Group Devon

Local Charity helping asylum seekers works with VPW for IT Services

Making a difference to Refugees

The Refugee Support Group Devon (RSG) was formed in 2001 in response to people seeking asylum in Britain as a result of conflict in their own countries. It works to promote the well being for asylum seekers and helps them adapt to life within the UK and works to represent them, giving them a voice that would otherwise be lost.

The Challenge

RSG is a small local charity, reliant on donations and goodwill, with no Government funding. Like most charities they need IT Services for administration, as well as to help refugees access services for support. As is common with charities, the funding is limited and careful control of spending is required.

RSG came to VPW in 2009 looking for a range of IT Services as a result of obtaining office space allowing them to operate a drop in centre, and VPW were selected despite competition from other companies due to its integrated approach and competitive pricing which includes special discounts for local charities as part of its local commitment.

RSG continues to work with VPW and have recently relocated to a community centre where VPW continued to assist and provide its range of IT services.



Key Benefits:

- ❑ Everything from telephones and internet to computer support is provided as a “one stop shop” – with limited resources and time, this makes life easier for staff and volunteers
- ❑ Charitable rates on services provided allowing cloud technology to be viable as well as maximising monies spent on the charities core aims
- ❑ Additional IT Services and Equipment provided at no cost as part of a commitment to local charities by VPW
- ❑ Adaptable IT services that have been re-shaped as RSG moved premises to meet ever changing requirements



It is great to work with a local company - VPW understand our needs as a small charity and have helped us design the right package of service to meet our needs and budget. We find them easy to contact, friendly to deal with and receive professional support very quickly.

ANNETTE HUGHES, PROJECT MANAGER
REFUGEE SUPPORT GROUP



What VPW provide to Refugee Support Group Devon...

Like any small charity, those IT essentials are needed to get things up and running and allow them to operate.

Connectivity

Broadband access is used by every organisation and RSG is no exception. They need robust broadband to communicate as well as provide “drop in” internet access so that asylum seekers can make applications and research information to help them adapt.



Telephony

RSG make extensive use of telephones as many of the helplines and information services they need can only be accessed by phone. So it

is vital that they have reliable phone service.

Backups

The Small Business Backup service ensures the data held by RSG is safely backed up. As a charity reliant on volunteers, there isn't anyone able to manage this, so the automatic, secure backups keep them safe.



E-Mail Services

Agility Mail is the service RSG uses to manage all emails. They get special charitable rates and the project manager can keep in touch remotely.

Other Services



Domain Name Services

Registration, Transfers and DNS Services - the often forgotten but critical behind the scenes services.



Pre-Paid Support

Calling up the technical team at VPW for help and advice and to help them fix any of the problems that do arise.



Web Site Hosting

RSG have a small web site they maintain, essential to people finding them. VPW provide the web hosting.



Networking

VPW have installed network cabling, added a Wireless system and provided the switching to connect them



Hardware and Software

When new computers were needed, VPW helped RSG buy the right systems for the job at attractive prices.

...plus many other services. RSG can spend more time helping others and less time worrying about IT systems thanks to the comprehensive services offered by VPW.