

TRANSPUTEC PROVIDES ONE-STOP SHOP FOR SALVATION ARMY'S IT NEEDS



THE CLIENT

The Salvation Army is a world-wide evangelical Christian Church which operates in 122 countries. It follows mainstream Christian beliefs and its articles of faith emphasize God's saving purposes.

The Movement was founded in 1865 by William and Catherine Booth, who took their message to the streets of London to help the poor, the homeless, the hungry and the destitute.

The Army aims to help the poor in practical, skilled and cost-effective ways. Its social services have evolved to meet endemic needs and specific crises worldwide.

The need for modernisation and longer-term development is under continual review. Increasingly the Army's policy and its indigenous membership allow it to cooperate with international relief agencies and governments alike.

The Salvation Army responds not only to disasters which receive worldwide media attention, but also to those which are sometimes forgotten by the wider world. Recent crises in which it has provided vital support include Cyclone Nargis in Myanmar (Burma), flooding in Romania and Moldova and the Philippines conflict.

BUSINESS CHALLENGE

The Salvation Army's International Headquarters in London provides software for almost 50,000 users in the 122 countries in which the charity has a presence. It also needs hardware for its 150 staff based in its own offices in London and supplies laptops and networking equipment to help respond to humanitarian disasters worldwide.

OVERVIEW

The need

The Salvation Army's International Headquarters in London provides software for almost 50,000 users around the world.

It also needs hardware for its 150 staff based in its own offices in London, and supplies laptops and networking equipment to help respond to humanitarian disasters worldwide. As a charity, it must make the best use of its donors' money.

The solution

Transputec provides a "one-stop shop" for all The Salvation Army's IT needs, including hardware, software and peripherals.

Mark Calleran, The Salvation Army's Chief Information Officer, said: "Our emergency services department deals with humanitarian emergencies anywhere in the world, so we often need to get hold of equipment, such as laptops, software and networking, at very short notice to provide communications for our relief workers.

"We are currently looking at sending workers to Angola and Myanmar for the first time, and they will need a field headquarters linked into our worldwide network.

"As a charity, we have to be careful that our donors' money goes to help those it is intended to, so we need to work with suppliers who recognise this and are willing to squeeze their own channels and margins to give us the best deal possible."

THE SOLUTION

"Transputec is much more to us than a vendor of services," said Mark. "It forms a partnership with us.

"Gaye is always looking at ways of pressuring her channels and margins to get the best possible deal for us as a charity.

"That's important for us, because our money is needed urgently around the world and we don't want to invest more than we need to into other company's profits."

Transputec deals not only with the large orders of computers or software, but also everyday replacements of everything from cabling to printer cartridges. Administrators at The Salvation Army call Tranputec with orders and requests several times a week, knowing that they will be dealt with quickly and at the best possible price.

The relationship is enhanced because only Gaye and a couple of other key staff work on The Salvation Army account.

"The fact that we deal only with a few key workers means we have that continuity of service that is so vital to a good business relationship," said Mark.

The benefits

- 'Partnership' lasting six years.
- Good price means charity can use donors' money as intended.
- Excellent relationship formed with key workers.
- Lotus software license renewed at best possible price.

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Customer feedback

"We were so overwhelmed by the support Transputec offered that we ended up using them for all our orders."

Mark Calleran, Chief Information Officer, The Salvation Army

THE PEDIGREE

Since our inception in the mid-1980s, Transputec has had the trust of Britain's foremost IT users, including the Ministry of Justice, Samsung, Danone, Camelot, Chubb Insurance and DP-DHL/ Williams Lea to name but a few.

Vertical sector experience covering banking & finance, media, third sector, technology, retail, SMEs and health care adds further value to IT users in the form of industry-specific knowledge.

The human component

The pace of change in ICT is so fast that what was cutting edge technology just a few years ago we now need to refer to as *traditional IT* in order to differentiate it from what we're doing today and tomorrow.

A business like Transputec is as much about its people - their experience, customer-focus and expertise - as anything else. From initial assessment to delivery of turnkey solutions and day-to-day customer care, these professionals take solutions from Transputec's hardware, software and professional services business units and ensure they're a perfect fit.

Throughout our supply chain we have exceptional relationships with the world's premier hardware and software brands, giving us a competitive edge to make everything from economies of scale to mission-critical architecture judgment calls.

ENVIRONMENT AND CORPORATE RESPONSIBILITY

While Transputec might well be said to have its head in The Cloud, our corporate feet are firmly on the ground. Our Green Data Centre in Iceland boasts impeccable eco-credentials that embrace natural free cooling up to 24kWh and zero carbon footprint.

One of the biggest power consumers in any business is the hosting of their IT equipment. It runs 24/7/365 consuming vast amounts of power – every business needs to look for ways to deliver Green IT.

For a comprehensive guide see <http://www.transputec.com/green-it/>

TRANSPUTEC

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