Case Study

NetSupport
Business Continuity

Thera Trust
Ryan Chambers, IT Manager

Can you tell us a bit about the business?

Thera is a charitable group of 18 companies that supports people with learning disabilities and with a diverse range of needs. Thera was first set up in 1998 and we now employ approximately 3,300 staff. We have grown from supporting just five people in Cambridgeshire to providing a range of support for 3,000 individuals across the UK.

Why did you decide to use a BC service?

Given the size of the group and the dependency of its subsidiaries on its back office services, it was determined that a BC service was essential so that service could continue in the event of disaster. Initially part of a technical infrastructure decision, the NetSupport site is now a key part of our business continuity planning and information security management.

Why did you choose NetSupport BC services?

Thera's main office is based in Grantham and hosts approximately 100 staff. The group was looking for a site that staff could continue to work at and where data could be stored safely – all in a location that was far enough away as to not be affected by localised events, but close enough that staff could reach the site without too much inconvenience.

NetSupport's location in Market Deeping matched these requirements well and was the only one we found that provided workplace recovery in addition to co-location. It was important that, in a situation, the teams could still be seated together in the same office – and since NetSupport can host all of our staff from the Grantham office, it was accepted by the Thera IT and Facilities managers as the solution for us.

As part of the service, we run quarterly tests for the technical team and annual tests for the full office, to ensure everyone knows what to do.

What would the impact on your organisation be in the event of a disaster without the NetSupport BC facility?

Initially, because our services are based locally, we could continue as normal. However, over the next few days, as the back office services in Grantham would be unavailable for support, all the subsidiaries would be affected. The impact to subsidiaries would grow considerably in a short space of time to the point where they would not be able to function.

If you could sum up NetSupport BC in 3 words, what would they be?

Friendly, accommodating and efficient!