

Case Study:

Technical Support

Customer:

Citizens Advice

Overview

Citizens Advice is a network of over 300 charities offering confidential advice and guidance on issues such as debt, health, law and more. Its services can be accessed online, over the telephone or in person at any of the organisation's branches across England, Wales, Scotland and Northern Ireland.

The Citizens Advice logo, which consists of a dark blue speech bubble shape containing the words "citizens advice" in white lowercase letters.

**citizens
advice**

Our challenge

In 2017, Citizens Advice branches in the Hart district in Hampshire engaged Quadraturek as its support partner, attracted by our proven record in this field and transparent pricing.

Being a charity, Citizens Advice is driven by budget constraints, which is reflected in its legacy IT infrastructure. Furthermore, as both branches function with a minimum core staff and a large body of volunteers, there's a high turnover of users of its computers. For this reason, it's vital that new volunteers can get to grips with the systems and become operational as soon as possible.

What we're doing

At Quadraturek, we're providing day-to-day remote technical support for 45 computers and two servers across Citizens Advice's Yateley and Fleet branches.

We've also transformed the Wi-Fi at both branches by decommissioning the old ADSL system and installing new fibre broadband providing a high performing Wi-Fi capability protected by WatchGuard firewalls.

A Windows 10 upgrade is planned for completion by the Citizens Advice core IT team by mid-November 2019

www.quadraturek.net

+44(0)8450 740 530



Results

With a modern, protected broadband system and technical support on hand when they need it, the Citizens Advice volunteers at Yateley and Fleet are able to access the charity's web-based app and the websites they need quickly and safely, enhancing the service they provide.

At branch level, the Yateley and Fleet charities are able to get new volunteers up to speed with the system quickly and seamlessly.

A Windows 10 upgrade is planned for completion by the Citizens Advice core IT team by mid-November 2019