



#### Objective

Ensure enterprise-level support for upgraded IT infrastructure

#### Approach

Worked to develop solution with long-term IT supplier, HPE Pointnext

#### IT Matters

- Reduced strain on in-house IT resource
- Improved reactive fix responses times, and established proactive intervention

#### Business Matters

- Allowed business to focus IT resource on new digital and data security projects
- Created visibility of technology roadmap and boosted in-house expertise

# The Prince's Trust strengthens effectiveness by driving value from IT

## HPE Datacentre Care enables UK youth charity to direct resources to new projects



## Challenge

### Creating an enterprise approach to IT

The Prince's Trust is a charitable trust; its president and founder is HRH, the Prince of Wales. The Trust's aim is to help young people aged 11-30 get into jobs, education and training. Last year it claims to have helped 56,000 young people turn their lives around. Over the past 10 years the Trust has returned £1.4 billion in value to society.

The Trust operates in an increasingly competitive and professional charity sector. Like society in general, the Trust has found it needs to be more mobile, more social and more connected.

"The role of IT has changed enormously in recent years," says Richard Fleetwood, IT manager, The Prince's Trust. "We've changed from a service function to a business enabler. IT is now fundamental to the success of the Trust."

Fleetwood says the catalyst for much of this change followed the 2011 merger with another UK charity with a similar focus. The process of bringing together two IT systems led to discussions around creating the ideal set up.

"It became apparent we needed to centralise and invest in enterprise-level infrastructure," Fleetwood explains. "Ultimately we needed an infrastructure appropriate for a medium-to-large enterprise. And not only the infrastructure, we needed the support and guidance to get the best out of the hardware."

## Solution

### Support to match the infrastructure

The Trust had worked with Hewlett Packard Enterprise for a number of years, using HPE servers and storage. Fleetwood says HPE was an obvious place to start a conversation: "We drew up a design and showed it to HPE consultants."

## Customer at a glance

### HPE Pointnext services

- HPE Datacentre Care

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– Richard Fleetwood, IT manager, The Prince's Trust

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“The plan was to bring all our applications and services into one data centre, running on HPE kit. HPE signed off the designs, and pointed out that if you’re going to have enterprise-level hardware you should really take advantage of enterprise-level support.”

The HPE Pointnext solution was to bundle in HPE Datacentre Care, a flexible support package enabling the Trust to choose a range of reactive and proactive services. With Fleetwood’s team stretched, HPE Datacentre Care offered the best option to increase IT service quality.

“I could see the benefits immediately,” says Fleetwood. “Three years later, when we came to renew, it was clear HPE Datacentre Care was a critical service.”

## Benefit

### Optimising IT resources

HPE Datacentre Care saves the The Prince’s Trust time and money. “Our whole organisation runs off our data centre and if there is an issue there we all feel it,” says Fleetwood. “Our data centre is not a walk around the corner from our office in London. We don’t always have the time or resource to deal with every issue that comes up, so we rely on HPE Datacentre Care.”

If reactive fixes are the high-profile examples of HPE support in action, Fleetwood says the proactive support working behind the scenes is arguably of equal benefit. “I feel we’re fully aligned – from storage and servers to support and account management. It means the equipment is maintained at the appropriate level, and firmware updates are planned and delivered without fuss. We have the right access to technical expertise, whether that’s to fix an issue or bounce ideas off.”

This matters because the Trust has new IT projects to address. The Trust is developing a digital strategy, enabling it to better engage with young people online and on mobile. The Trust estimates it has impacted the lives of 840,000 young people over the past 40 years; its new digital platform, Prince’s Trust Online went live in 2017, aims to reach one million young people in the next 10 years.

“We’re in a position to push IT,” says Fleetwood. “HPE Pointnext is the kind of partner which responds well to our demands. We’re lucky to have their support.”

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