

OXFAM INTERNATIONAL

Oxfam International entrusts the management of its entire IT infrastructure to Portal. This results in reduced costs, improved operational efficiencies and excellent service delivery. It also means best value for Oxfam's donors

Oxfam is a world-wide development organisation that mobilises the power of people against poverty. From life-saving emergency response to life-changing development projects and campaigning for lasting change, Oxfam works in over 90 countries to tackle poverty at its roots.

The Oxfam International Secretariat is a coordination hub supporting the work of the 17 Oxfam confederation affiliates on the agreed joint objectives outlined in the Oxfam Strategic Plan. Oxfam International leads, facilitates and supports collaboration between the Oxfam affiliates, to increase Oxfam's impact on poverty and injustice through advocacy campaigns, development programs and emergency response operations.



OXFAM

Summary

- Oxfam International needs healthy, smooth running IT systems to consistently deliver high quality IT services to its globally distributed staff
- Oxfam International's IT functions originally needed to be supported at less cost than using expensive, in-house resources
- Portal has now successfully supported Oxfam International's entire IT infrastructure since 2008 and has renewed the agreement until 2017
- Oxfam International relies on Portal's managed service to experience an optimised, cost-effective, IT platform to deliver best value for its donors and excellent service – whilst catering for future growth
- This move has resulted in Oxfam International experiencing both lower – and more predictable IT support costs, ownership savings and efficiency gains in daily operations – without the headaches of in-house management

“We are obsessed with getting the best value for our donors, so outsourcing the expense of running our IT systems to an expert third party makes perfect sense.”

Brian Deadman
Oxfam International
Director of Operations

THE CHALLENGE

With its headquarters in Oxford, Oxfam International has other global offices situated in Addis Ababa, Brussels, Geneva, New York and Washington DC. To continue delivering a consistently-high quality IT service to its staff Oxfam International requires a stable, smooth running and fully optimised networking, hosting, telecoms and desktop infrastructure.

A key driver for Oxfam International is the need to ensure that it obtains best value for its donors. This means that outsourcing the costly task of IT infrastructure support and management fitted perfectly with this value seeking strategy. Forward-thinking organisations like Oxfam International recognise the cost savings that managed services can bring – especially at a time when voluntary donations and government grant funding are suppressed.

Oxfam International views an outsourced managed service

as a highly effective means to reduce risks and experience much-needed technical expertise – in exchange for a predictable monthly support cost. Crucially, this move has liberated the organisation’s internal resources to concentrate on their core mission of campaigning, relief and development –rather than managing IT.

THE SOLUTION

Portal was originally chosen in 2008 to provide fully managed IT infrastructure and this contract has been extended for a further three years – until 2017. Portal provides a highly available service desk, to deliver real-time, on-site and remote support for Oxfam International’s 120 users, across the world.

As well as managing the health of the organisation’s general IT systems, Portal provides the IT support to help Oxfam International cope with new user demands and initiatives – such as BYOD. By acting as a conduit to other suppliers for various

technologies, Portal further reduces the Secretariat’s support overheads.

By having access to Portal’s consultants who provide an effective sounding board, Oxfam International can confidently make robust IT decisions when assisting its group affiliates. This expert advice was particularly useful in helping Oxfam International plot a roadmap for the provision of more consumer-focused technologies, such as Microsoft Office365.

“Key to our decision in awarding Portal the managed service contract for a further three years was our satisfaction and trust in the quality of their customer service and technical experience.”

Brian Deadman
Oxfam International
Director of Operations

The Benefits

- Oxfam International possess a fully optimised, cost-effective, efficient, and available IT platform to deliver excellent service – whilst catering for future growth
- The Secretariat is also experiencing great value, with a fixed monthly IT support fee, rather than facing unpredictable, higher costs
- By removing the hassle of in-house IT management, Oxfam International’s staff are free to focus on core activities
- Having Portal’s technical staff, visibly on premise, improves the Secretariat’s confidence and provides crucial assistance for routine IT issues – resulting in a positive user experience

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