

# Case Study: Office of Project Appraisal & Training

## Fully Managed IT Services for a Mobile Workforce

OffPAT is a membership network that provides a value for money shared services approach to programme and project best practice. They make it possible for its members to access, understand and better use the guidance, regulations and project management tools needed to assist in the delivery of economic development and regeneration.

### The Challenge

OffPAT are a fully mobile workforce, with a small central office in London where staff can “drop in” when not working from the offices of one of its member organisations. The team at OffPAT need reliable IT that works whether they’re commuting by train, working from home or in one of the members offices spread across the country. As a government linked organisation, strict security and backup needs must be met as well as ensuring good data retention policies to allow them to comply with various regulations such as FOI.

It’s essential that the OffPAT team could rely upon its IT services when “out in the field” because as a small team they’ve got demanding workloads. Any IT issues cause significant disruption and make it difficult for them to keep on track. It was integral to the needs of OffPAT that IT was used in a smart and effective way to let IT reduce the strain. Naturally VPW were a great fit because the needs of small organisations are second nature to the team so its no wonder OffPAT have used VPW since 2003!



### Key Benefits:

- ✔ One-Stop-Shop approach to IT makes it easy for OffPAT to receive integrated computer services wherever they are
- ✔ Understanding of the need for, and how to comply with regulations and government IT use policies
- ✔ Responsive, UK based support team
- ✔ SLAs agreed with regular account reviews as part of the managed service
- ✔ “Work anywhere” services provided so the experience and capabilities are identical whatever site staff are at
- ✔ Bespoke software development integrating multiple web sites and allow selective access, distribution and communication with member groups.



VPW Systems provide a consistently good and reliable service whilst at the same time retaining the human touch. They have the ability to react and adapt to any situation and importantly are very receptive to ideas on how to go that extra mile for their customers

DOREE MORETTI, COMMUNICATIONS MANAGER, OFFPAT



## How does the VPW Product portfolio help OffPAT?

OffPAT take advantage of VPWs comprehensive, “One Stop Shop” approach to IT Services:

### Remote Access

Remote Access is the centre piece of the service range taken by the OffPAT team. With a fully mobile workforce, making it possible to access and use documents from anywhere was an absolute must. The team at OffPAT work across the country and even abroad from time to time.



### E-Mail Services

There’s no doubt that a complete e-mail service is necessary and vital to the work that OffPAT do. From internal communications to working with stakeholders and members, email is a critical part of the service. OffPAT have used both dedicated Exchange mail services as well as our full cloud hosted *Agility Mail* solution. Desktop and Mobile e-mail is provided as all staff take advantage of the mobile & smartphone technology revolution (and have done since 2003 thanks to the VPW team)



### Web Hosting

Getting information to a wide audience has been important to OffPAT since it was first setup – after all it is a member driven organisation. OffPAT use our advanced Web Hosting



services to make it possible. With some advanced filtering and access control functionality they can publish restricted documents with ease knowing they’re only available to the people that should see them.



### Domain Names

VPW manage the domain portfolio for OffPAT including restricted .gov.uk names



### Technical Support

As you might expect, a full and comprehensive general IT Support service is used.



### Backup Services

OffPAT have full data backup for everything. From laptops to servers and vital e-mail systems using VPW Remote Backup technologies.



### Connectivity & Broadband

OffPAT use the broadband and connectivity suite from VPW, for both fixed, wireless and mobile internet access.



### Security & Protection

OffPAT are a public sector organisation, so they have to meet and comply with many regulations for security. The team at VPW implement all of the intense security needed.

VPW also provide equipment supply, training, proactive server maintenance and other services to the team at OffPAT.