

Case Study: Capital Continuity helps the British Red Cross ensure IT stability



The British Red Cross is a volunteer-led humanitarian organisation that helps people in crisis, wherever and whenever they are. They enable vulnerable people at home and overseas to prepare for and respond to emergencies in their own communities. And when the crisis is over, they help people recover and move on with their lives. Focuses in the UK include;

- Emergency Response
- First Aid Training
- Health and Social Care
- Refugees and other Vulnerable Migrants

The Need

The British Red Cross has updated the systems which protect its business to ensure that critical information is always available to support the charity's work. The packaged service from supplier Capital Continuity only takes 15 minutes to recover critical information, compared with the previous process which took up to two days to retrieve data. In this economic climate the last thing a business needs is to lose money, time and effort because of a computer crash. Capital Continuity's Business Interruption Protection Service (BIP Services) gives companies a complete solution allowing rapid recovery of vital business systems.

"We cannot afford to have slow recovery processes when fundraisers are working as fast as they can to bring in donations and system stability is a must," said Red Cross Head of I.T. Miguel Fiallos.

"System downtime would affect our ability to respond in the event of a disaster, such as the London bombings or the tsunami of 2004," said Fiallos.

The Solution

The process involved Fiallos finding the right supplier at the right price in Capital Continuity; as well as convincing the organisation of the importance of a resilient business continuity plan.

"We cannot afford to have slow recovery processes"

Miguel Fiallos - Head of IT



The Results

Trials of the flexible system, which is now fully implemented, started in August 2007.

Implementation of the system has allowed British Red Cross to operate business as normal and respond to crisis's safe in the knowledge their IT systems are stable allowing fundraisers to work to their maximise capacity bringing in much needed donations.