Church Army revolutionises IT operations to address the needs of its remote workforce

With hundreds of workers throughout the UK, the charity sought a solution to provide the best IT infrastructure and support.

Redpalm Technology Services – a Technology and Cloud Services Provider and a leading Business Transformation Consultancy in the UK – together with baramundi software – the leading provider of endpoint management solutions – today announced that Church Army has modernised its entire IT infrastructure to meet the increasingly demanding needs of its office and remote workers throughout the UK. The project encompassed an investment in Infrastructure-as-a-Service (IaaS) to bring about flexibility in cost and compute resource for Application Hosting whilst guaranteeing User Experience. Church Army benefitted from the utilisation of Virtual Machine Hosting in Redpalm's own, highly resilient redCLOUD platform. The project also encompassed a desktop and devices refresh, which was delivered in a highly efficient manner through the deployment of several baramundi Management Suite module components, which enables Redpalm's Managed Services team to standardise systems based on pre-defined User Types and deploy Operating System and Applications into the field from a central server.

Church Army is one of the UK's leading non-profit organisations with hundreds of workers operating throughout the country. Given the large number of sites and the variety of projects being worked on at any given time, the charity was finding it difficult to provide the highest level of IT support to its workers. The Charity turned to Redpalm Technology Services to update the entire infrastructure with a view to streamlining management operations, reducing costs and providing a better service to its workers with automation powered by baramundi software.

With limited internal IT resources, Church Army also selected Redpalm as its chosen provider to deliver a complete range of Managed Services that included Proactively Monitoring and Administering their Core Infrastructure and Virtual Cloud Servers, together with the management of all their End User Computing. As a leading engineering partner to baramundi software UK, Redpalm was able to exploit the benefits of baramundi to deploy systems in a timely fashion and deliver consistent User Experience across all Church Army teams.

"Given the fragmented IT landscape, we were tasked not only with modernising the core infrastructure but also creating a modern, remote support centre entirely hosted in our private cloud" said Olly Cogan, CEO, Redpalm Technology Services. "Before the implementation, engineers would have had to travel to a specific location in case of an IT failure and software updates had to be carried out manually, as opposed to systematically across the entire organisation."

As part of the infrastructure overhaul, Redpalm relied on a number of components from baramundi Management Suite, to provide the level of automation needed to meet the highest security standards and create an ideal environment for IT administrators to manage the entire IT landscape from a single, centralised location.

"We're pleased to be a crucial component of Church Army's IT infrastructure and instrumental in streamlining IT management tasks across multiple locations throughout the UK" said Sean Herbert, Country Manager, baramundi software UK. "By being able to manage and oversee the entire business IT landscape, administrators can now effectively address IT issues as they arise, plug security gaps as they emerge in addition to providing complete control of the IT Landscape. We're excited to be one of Redpalm's trusted partners and look forward to continue working together going forward."

Full list of modules deployed for the project included:
- baramundi OS-Install
- baramundi Patch Management
- baramundi Compliance Management
- baramundi Managed Software
- baramundi Deploy
- baramundi Remote Control

For more information on Red Palm Technologies please visit http://bit.ly/2pK9wcM.

Company profile of our partner redplam

Founded in 2010, Redpalm has provided no less than hundreds of organisations with impartial guidance and support on how best to utilise modern technology. We're proud of the fact that we still have an open and mutual relationship with almost all these organisations to this day.

Redpalm is Headquartered in Northampton, United Kingdom with an office in Central London. In 2013, renovation work was completed on a purpose-designed and highly secure Technical Operations Centre also in Northampton, which houses our Network and Security Operation Centre (N/SOC), our Configuration Centre, Proof of Concept (PoC) Test Lab and Stock Bonding facility and is in a separate building adjacent to our Head Office.