Trinitarian Bible Society
N4Cloud - Private

Founded in 1831, the Trinitarian Bible Society (TBS) publishes and distributes the Holy Scriptures globally in many languages. TBS is an international organisation with its headquarters in the UK where it has 25 staff, 10 of whom are office based, with the rest working partly or fully at home.

The challenge

With staff working from different locations and having branches in five other countries, a way to increase accessibility to the Society's systems for its personnel around the world was necessary. There was also a necessity to significantly reduce onsite hardware, increase data security and improve disaster recovery processes. All of this, together with its servers being end of life, meant that TBS was very open to a cloud computing solution. An N4Cloud - Private would enable TBS to take advantage of improved technology and security opportunities that only cloud computing can provide. The service would offer quicker and simpler resolution to support issues as well as faster upgrades and proactive support.

The solution

After speaking with five other providers, TBS chose Premier IT Networks (now Node4 and referred to as such from now on) based on its:

• experience in providing what TBS needed, an Infrastructure-as-a-Service (IaaS) fully managed private cloud
• charity/NHS client base and reputation, including outstanding references
• professional, flexible customer-focused approach

The implementation process was very complex due to the bespoke and highly complicated arrangements in place with TBS's existing Australian based IT consultant. The different approaches of Node4 and the incumbent IT consultant, as well as the time-zone differences, intensified the implementation process. The implementation process was as follows:

Mar 13: TBS and Node4 met at the annual Charity Finance Group IT Conference.

May to Jul 13: Node4 gained an understanding of TBS's IT situation and proposed a solution.

Autumn 2013: TBS analysed Node4's proposal, alongside another proposal of an in-house solution from the existing provider, and did further research of the cloud marketplace.

Nov 13: The TBS General Committee recommended appointment of Node4.

Dec 13 to Mar 14: TBS, Node4 and existing provider worked alongside each other on the implementation plan and TBS signed the final contract.

11-15 Apr 14: The main implementation phase took place and Node4 took over desktop support.

NODE4
enabling business to do business

The two main challenges that Node4 worked with TBS to overcome were:

- There was a bespoke and unique open-source/ LINUX based infrastructure in place which had been largely developed by one IT consultant. As the project required more dedication than simply transferring an existing infrastructure onto the new servers, Node4 had to work through this systematically and understand the complexity of the system to set up the new cloud solution successfully
- TBS headquarters' system is linked to three overseas branches (Australia, Canada and the USA) and has a different website server in the USA. Hence, a meticulous process had to be created to overcome the complexity and bring the project to a successful end

After Node4's complex implementation phase, the new N4Cloud - Private was up and running featuring the following:

- Infrastructure-as-a-Service (IaaS) – TBS leases private cloud infrastructure resources as a fully managed outsourced service including ISO 27001 accredited security servers and storage
- Fully managed outsourced IT support including helpdesk, remote access and onsite visits when required
- Data Disaster Recovery (DDR) and Business Continuity (BC) thanks to real-time data replication in Node4 Data Centres, giving no single point of failure

- The latest Microsoft Operating System which is familiar for both technical and non-technical TBS staff

The result

The overriding outcome for TBS has been peace of mind in relation to its IT infrastructure and support arrangements after a long period of concern. Other improvements include:

- There is now just one server at the UK headquarters, used only to receive periodic data backups from Node4
- TBS employees can now access data everywhere, anytime and from any device. Synergies between them have improved and therefore the Society is more efficient
- TBS has total confidence in data security and Disaster Recovery solutions thanks to Node4's ISO 27001 certified secure servers and processes

The international headquarters in the UK experienced two office moves within the last year and with the N4Cloud - Private solution in place, the continuity of services were not affected and logistics were much easier. The Society staff were able to work as normal from the new offices from day one and from home during the move. TBS' data has always remain accessible and secure.

TBS can now look to the future without IT infrastructure and support worries.

> " Node4 stood out from the competition because of their willingness to work flexibly with us, providing a fully supported solution that worked for us, rather than trying to thrust a particular model upon us. They also clearly understood the charity sector, whereas the other providers we spoke to seemed tilted towards the corporate sector.
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> **David Broome, Resources Director, Trinitarian Bible Society**

About Node4

At Node4 we're all about serving fast-growing businesses with the most effective and flexible application of technology, leaving them free to focus on what they do best. We provide Cloud, Colocation, Communication, Connectivity and Managed Services solutions delivered across our national MPLS network powered by industry leading Data Centres based in Derby, Leeds and Northampton.

We believe in flexibility because everyone is different.