



Technical case study

Lifelink

Enhancing IT Operations Through Strategic Partnership

Founded to support the mental well-being of individuals across Scotland, Lifelink provides crucial counselling, training, and well-being services to adults, young people, and businesses. As they expanded their services, Lifelink faced a critical juncture with their ICT support needs growing alongside their operational scope.

The challenge

The imminent expiry of their existing ICT support contract prompted Lifelink to reevaluate their technological strategy. They needed a robust solution that would not only meet their current needs but also adapt to future expansions. The core challenge was the seamless transition to a new ICT Managed Service provider, coupled with the urgent replacement of outdated hardware and telecommunication systems across multiple sites.

The solution

Lifelink's familiarity with Kick's dedicated focus on the charity and non-profit sector made them a top contender. Kick proposed a modernised approach using Windows Autopilot and Microsoft Intune within the Microsoft 365 Business Premium Plan. This strategy promised a smooth deployment of new hardware and an innovative telecommunication setup, which was crucial for Lifelink's uninterrupted operation.

Implementation and key milestones:

- / **Timely Deployment:** Kick ICT ensured the deployment of 80 new Microsoft Surface Pro devices aligned with the end of Lifelink's existing lease agreements
- / **Telephony and Internet Overhaul:** Installation of a new Cloud based telephony system and new internet connections at five Lifelink sites across Glasgow
- / **Smooth Transition:** The project focused on minimising disruptions through the strategic use of Autopilot and Intune for device setup and management

The business impact and benefits

The transition not only boosted the efficiency of ICT operations but also enhanced the overall responsiveness of the support services. The deployment was noted by the Chief Executive of Lifelink as the smoothest they had experienced, marking a significant improvement in operational efficiency and user satisfaction. Long-term benefits included a more streamlined and automated process for installing and repurposing devices, significantly reducing the internal resource drain.

Choosing the right IT supplier was crucial for Lifelink, and Kick has proven to be the ideal partner. Their solution not only addressed immediate technological hurdles but also set Lifelink up for future scalability and efficiency. One year into the partnership, Lifelink is confident in their choice, acknowledging Kick not just for their exceptional support but also for their comprehensive range of IT services available for future needs.

“The Kick ICT Service Desk's responsiveness and helpfulness from the start have been impressive. We are now fully appreciating the investment in Windows Autopilot with Intune, which has greatly streamlined our ICT processes.”

Karen Johnstone / Deputy Chief Executive

