

CodeBlue lights up IT for Shine*

When **Shine*** (Safer Homes In New Zealand Everyday) moved offices, it needed a safe pair of hands to migrate the servers to its new premises and ensure minimal disruption to the IT system. CodeBlue delivered faultless service and was soon back onsite to provide Shine with more business bandwidth.

“CodeBlue continues to do a fantastic job of understanding the constraints of our business and finding solutions that work. They always meet our needs and provide solid advice, support and recommendations. We’ve never once had to think about looking for another IT service provider. We’re very happy with CodeBlue.”

Jane Drumm, Executive Director – Shine*
(Safer Homes In New Zealand Everyday)



codeblue
0508 IT service



Jane Drumm, Executive Director and Cathy Hall, Business Director – Shine

When Shine* (Safer Homes in New Zealand Everyday) moved offices, it engaged long-term IT services partner CodeBlue to migrate the servers and ensure the stability of the organisation’s IT system. The mission-critical system was moved successfully, with no interruption to the charity’s ongoing operations, and CodeBlue was soon back onsite to upgrade Shine’s servers to meet future demands.

Shine’s primary business server was running out of capacity, so CodeBlue installed a robust new HP ProLiant DL380 G7 server and upgraded the software to Microsoft Small Business Server 2008. The server should meet Shine’s needs for several years and its built-in redundancy features mean future upgrades and maintenance can be done without turning off the whole server and disrupting access to mission-critical data.

CodeBlue rebuilt the old main server as the terminal server for remote access. Many of the Shine team work offsite and secure, reliable remote access to information and documents for those in the field is critical.

A third server supports Shine’s client information and marketing and fundraising databases. Access to these databases is vital. This server is also the central point from which client support resources are mobilised. Information stored here is used to prepare statistics and reports for Government agencies. If the server went down or the databases became inaccessible, it would become a serious problem, as lives are – quite literally – often at stake.

IT stability a top priority

Shine’s Business Director Cathy Hall says ensuring the servers and overall IT system are stable is a priority: “It’s critical to Shine’s operations that we have a stable, functional and reliable IT system, and CodeBlue has provided that. CodeBlue is part of our team and has been

for several years, we find them very accessible and helpful,” she says.

Shine is also working with CodeBlue on a progressive global upgrade of its PC/laptop fleet to Microsoft Windows 7 and Office 2010. Shine will have a stable, fully-upgraded IT environment with up-to-date hardware and no legacy software – which is much easier to monitor and maintain.

Hall says CodeBlue’s hands-on support is particularly appreciated. “We pride ourselves on being pretty self-sufficient regarding our IT but we know we can call on CodeBlue whenever we need support – and we do,” she says.

Building enduring relationships

The CodeBlue/Shine partnership dates back to October 2004. Shine (then known as Preventing Violence in the Home), had been grappling with an aging, overstretched, unsecured and unreliable system. CodeBlue audited the system, identified major problem areas and provided recommendations to provide system stability and

reliability. The organisation was given a realistic plan to optimise the IT environment, taking into account a very tight budget.

This initial engagement developed into a solid business relationship. Shine’s Executive Director Jane Drumm says Shine and CodeBlue have evolved in tandem over the years, both in size and complexity: “When we started on this journey, we were, like CodeBlue, a relatively small organisation. Our IT needs were unsophisticated. However, as we’ve grown our IT needs have become increasingly complex,” she says

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Customer profile:

Shine*

Not-for-Profit charity **Shine* (Safer Homes In New Zealand Everyday)** is New Zealand’s largest anti-domestic-abuse organisation. Formerly known as Preventing Violence in the Home, the organisation was formed in Auckland in 1990. Shine is a national organisation dedicated to eliminating domestic abuse and keeping all New Zealanders safe in their homes. The organisation rebranded as Shine in 2009. Around 100 staff, contractors and volunteers are directly involved in providing Shine’s comprehensive range of innovative, specialist services. Nationally, this includes a free Helpline and localised call out service, training programmes and seminars, policy development and consultancy, research and resource development. Auckland services include adult crisis and advocacy support, safe house accommodation, crime prevention and stopping violence programmes, family violence intervention, interagency coordination and a unique rapid-response child crisis team. Funding comes from philanthropic grants, fundraising, donations and Government contracts.

On average, Shine handles 600 hospital and police call outs and 6,000 police referrals a year, as well as responding to calls from Government agencies, the courts and victims.

Visit: www.2shine.org.nz

Charitable partnership:

CodeBlue provides Shine with system monitoring, maintenance, support and engineering, via a Bronze Service Level Agreement. Shine can dial IT support up or down as required. As part of CodeBlue’s charity support contribution, the monthly cost of ongoing workstation support is discounted. Since 2009, CodeBlue has supported Shine via a donation at Christmas in lieu of client gifts.

www.codeblue.co.nz
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