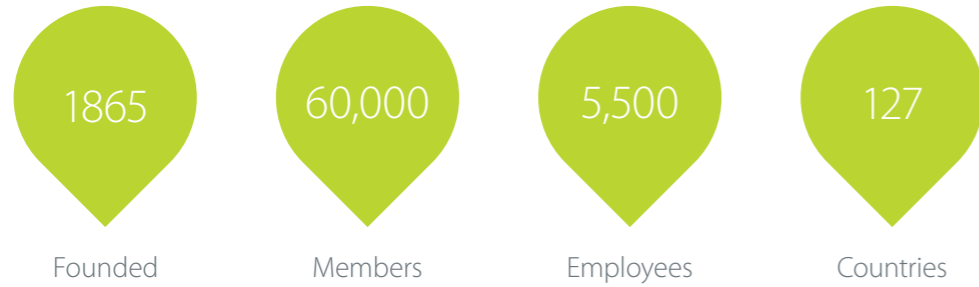


islonline

Salvation Army UK
Case Study

■ WHO IS SALVATION ARMY UK



www.salvationarmy.org.uk

■ SALVATION ARMY UK NEEDS

- Remote desktop software that is secure and highly reliable
- Software that supports multiple operating systems
- Professional and user-friendly software

■ SALVATION ARMY UK REQUESTS

- Maximum security
- High reliability
- Multiple-platform support
- Session recording
- File transfer

■ SOLUTION

- ISL Online SaaS (Software as a Service)
- Remote desktop, live chat and web conferencing software included
- Unlimited number of workstations
- Unlimited number of operators
- Unlimited number of clients
- 10 simultaneous sessions

■ BENEFITS

- Improved performance of the vendors
- Well-documented remote desktop session recordings
- One software solution for all support staff
- Fast, intuitive, advanced and reliable remote desktop tool
- Faster response time and costs optimisation

■ SALVATION ARMY

The Salvation Army was founded in London in 1865. It is a Christian church and international charitable organization and is one of the largest and most diverse social care providers in the world. The United Kingdom and Republic of Ireland is part of the wider international Salvation Army, which is present in 127 countries, offering practical help to people of all ages, backgrounds and needs. The Salvation Army UK has approximately 60,000 members and 5,500 employees running charity shops, operating hostels (Lifeshouses) for the homeless and disaster relief centres, offering assistance to the disabled, reaching out to the elderly and ill, giving opportunities for underprivileged children and providing humanitarian aid to developing countries.



■ WHY ISL ONLINE

Prior to deploying ISL Online, the Salvation Army UK employees had been using another remote desktop solution, which did not meet the organisation's high expectations. The former remote desktop solution for online conferences and remote support had several shortcomings, specifically, it was counterintuitive and difficult to use, the users frequently encountered lockups and often reported losing control over the software. With large numbers of employees and vendors needing technical support assistance each day, the Salvation Army UK took its support service very seriously. Therefore, they decided to acquire a reliable and highly secure remote desktop solution.

The Salvation Army UK first found out about ISL Online through one of the satisfied ISL Online customers, who has recommended it. After initial support meeting with the ISL Online team, the Salvation Army UK knew that this remote support solution would solve their problems and satisfy their high security standards "The practical and user friendly interface impressed us greatly," comments Martin Jebb, Head of Technical Services at the Salvation Army UK.

The key features that the Salvation Army UK was looking for in remote desktop software were: maximum security and reliability, the ability to provide remote support to Apple computers, and user friendly interface. The Salvation Army UK has chosen ISL Online SaaS, since this solution is able to provide all of the requested features.



■ SOLUTION

The ISL Online SaaS service is the perfect solution for the Salvation Army UK as it is designed for corporations with frequent demands for remote support and offers a scalable service. This is important for an ever growing need to support more and more end points in the Salvation Army UK. It includes remote support, remote access, live chat and web conferencing software. With 10 licences, it offers the Salvation Army UK exclusive rights to host 10 simultaneous sessions and an unlimited number of workstations, operators and clients.

Martin Jebb, Head of Technical Services at the Salvation Army UK, describes current use of ISL Online software: "Currently we are using ISL light mainly with the 3rd line support team to facilitate remote vendor access, but we are encouraging our 1st line support to use it more often. In addition, we will soon be implementing the Live chat."

The Salvation Army UK needed a solution that would give them access to the computers that are not included in the corporate network. Furthermore, they required a system that would allow remote vendors to enter the systems that they support in a limited and managed way.

The Salvation Army UK does not allow any compromises when it comes to choosing the support tools and ISL Online was able to offer them a solution that meets their high security and reliability standards. "We mostly use ISL Online to bring outside vendors onto servers that they manage in a controlled manner, enabling them to take control of the systems, perform upgrades and fix the issues. In addition, we are planning on starting to use Live Chat," says Martin Jebb.

When asked about the most important features of the ISL Online remote support solution, Martin Jebb comments: "One of the most important features is definitely the ability to offer remote assistance to users with Apple computers, also very useful for support purposes is recording sessions and file transfer. Furthermore, saving on desk side visits and the ability to allow remote vendors access to servers, are also significant features we want our remote desktop solution to have."

■ BENEFITS

Today, the Salvation Army UK has a standardised remote desktop support tool for all the employees and vendors across the United Kingdom and the Republic of Ireland, which has resulted in optimising support time and more efficient workflow. "Remote vendors have commented on how much faster and easier it is to use ISL Online remote support tool, rather than our former solution," adds Martin Jebb, Head of Technical Services at the Salvation Army UK.

Key benefits that the Salvation Army UK has noticed since applying the ISL Online solution:

- Improved performance of the vendors
- Well-documented remote desktop session recordings
- One software solution for all support staff
- Fast, intuitive, advanced and reliable remote desktop tool
- Faster response time and costs optimisation

■ ABOUT ISL ONLINE

ISL Online is one of the pioneers of the remote desktop control industry. Since 2003, ISL Online has been providing cloud-based (SaaS) and on-premises (Server License, Private Cloud) remote support, remote access, live chat and web conferencing solutions to over 300,000 businesses across 100 countries, with Japan being the strongest market. ISL Online allows users to access and control any Windows, Mac or Linux computer in seconds from any computer or mobile device or to provide ad hoc technical support to mobile device users. ISL Online has been developed by XLAB, a software development company headquartered in Europe, with offices in Slovenia, Switzerland, the UK and the USA. Visit ISL Online at www.islonline.com.

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The first 15 days are on us.

