Saqqara provides outstanding IT support to leading bird of prey charity

CLIENT

The Hawk Conservancy Trust is a conservation charity and award winning visitor centre that works in the fields of conservation, education, rehabilitation and the research of birds of prey.

Set in 22 acres of woodland and wildflower meadow, there are over 150 birds of prey on view and many are involved in spectacular daily flying demonstrations, whilst others are part of important breeding or environmental enrichment projects.

The bird of prey hospital treats approximately 200 birds of prey each year, one of the only specialist facilities in the UK. In addition to educating students both at the Trust and in schools, the charity is dedicated to conservation projects both on site and overseas.

CHALLENGE

With over 60,000 visitors each year, the Trust employs a number of staff to ensure the organisation functions effectively every day. Technology is fundamental to the running of the site and any issues negatively affect the organisation.

The existing IT system and equipment were highly unsatisfactory and needed to be addressed, the most urgent requirement was to address a series of overhead cables.

The Trust invited companies to tender and selected Saqqara from a short list of four applicants. Saqqara submitted the most comprehensive proposal and clearly understood the necessary requirements. The Trust welcomed the enthusiasm and communication from Saqqara, which illustrated their competence and willingness towards a strong working relationship.

SOLUTION

Saqqara carried out a thorough audit of the current infrastructure and systems and suggested areas for improvement. Saqqara now provides IT support which includes the entire network and equipment, secure Wi-Fi for visitors and staff and any other IT issues that affect the daily running of the site. Saqqara performs as the IT department for the Trust, assisting with the management of budgets and short and long term strategies.

Saqqara immediately replaced the overhead cabling with underground ducts containing multicore optic fibre to each principle building on site. This solution enabled the Trust to run data and voice over one main network allowing them to do a much needed upgrade on the telephone systems as well. This was implemented out of office hours, with minimal disturbance or downtime in terms of staff performance.

The ability to manage 3rd party relationships is of huge benefit to the Trust. They have been able to delegate this function to Saqqara with complete trust and confidence. The recent addition of a 120 cover capacity restaurant meant detailed project management of IT, telecoms and point of sale, during which Saqqara liaised with up to six suppliers and contractors.

"Saqqara has brought a host of benefits to the Trust, allowing us to make some initial capital investments which will equate to substantial savings in the long term," says Anya Rodgers, Finance and Administration Manager. "Saqqara encourages us to talk about the big picture and our goals as an organisation, they help us work towards it and save costs. Whilst supporting and managing our IT, their service is outstanding and we can rely on them to support us 24hrs a day."

Saqqara continues to work closely with the Hawk Conservancy Trust with planning to extend the fibre optic network infrastructure across the whole site to various multi use buildings.