

Case Study: Strategic Support Agreement (SSA)



Customer Profile

Christian Aid is one of the largest international charities in the UK. For more than 60 years, Christian Aid has fought poverty, strengthened the poor and turned hope into action.

Christian Aid works with some of the world's poorest communities in nearly 50 countries, acting where the need is greatest, regardless of religion. The charity provides long-term development to help people build the life they deserve, emergency assistance in times of crisis and campaigns to eradicate the causes of poverty. Christian Aid currently has 750 employees.

Business Need

Christian Aid works with people across the world; its supporters, the Government, the press, its staff and partners. This collaboration often requires the sharing of sensitive or confidential data.

As a result of this, Christian Aid considers the security of its information systems to be of paramount concern.

The staff at Christian Aid regularly test the security of their network by carrying out vulnerability assessments. Following best practice guidelines, Christian Aid alternate the suppliers that carry out the testing.

Christian Aid approached a number of suppliers with the view to choosing one provider to carry out a vulnerability assessment on its network.

Sapphire, information security consultancy, won the tender for the vulnerability assessment based on its significant levels of expertise and an excellent track record of working within the public sector.

In addition to this, Sapphire was able to provide competitive rates in the form of its Strategic Support Agreement (SSA).



Study Facts

Customer:
Christian Aid

Website:
www.christianaid.org.uk

Industry:
Charity

Challenges:

Needing to balance budgetary restraints whilst implementing new projects.

Benefits:

- Peace of mind
- Confidence in the security environment
- Value for money

Services:

Strategic Support Agreement (SSA)

- Penetration Test
- Microsoft IAG
- Swivel Authentication
- IS Consultancy
- Helpdesk Support

**Case Study:**

Strategic Support Agreement (SSA)

Customer:

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Sapphire Service:

Strategic Support Agreement (SSA)

Phillip Humphries, Infrastructure and Operations Manager at Christian Aid says, "As a charity, Christian Aid has budgetary restraints and we are conscious of how we allocate our budget. Sapphire's SSA enabled us to purchase a pre-determined number of days and allocate them, not only to testing but to a number of different projects."

The Solution

The Sapphire Strategic Support Agreement (SSA) gave Christian Aid the opportunity to undertake additional security projects as required. Resource was available when required and the staff at Christian Aid did not need to make separate purchases to meet these planned commitments.

There are a variety of levels of commitment each of which can be tailored to meet your specific requirements, ranging from 10 to 30 days of annual support. The team at Sapphire were able to sit down with Christian Aid and form an agreement which due to pre-agreed figures, was a budgeted expense and allowed for immediate availability.

In addition to network vulnerability assessments, Christian Aid has used the Sapphire SSA to purchase a secure remote access solution comprising of Microsoft's IAG SSL VPN secure remote access solution, alongside the Swivel Secure authentication for its UK and international staff.

This solution enables its remote workers to log on, authenticate and then access applications, emails and share files securely. The product upgrades and licenses are also available through the SSA agreement.

Christian Aid has also recently used its SSA to review its existing security policies. Enlisting the help of Sapphires business consultancy team, Christian Aid wanted a 'fresh pair of eyes' to review its existing policies and procedures and measure them against industry best practice.



"I commissioned the review to ensure that our policies were still in line with ISO 27001 best practices. Using days from our SSA enabled us to revise the existing policies without having to secure additional budget. I consider the SSA to be excellent value and would be happy to recommend Sapphire's services."

Phillip Humphries, Infrastructure and Operations Manager, Christian Aid

In addition to being able to implement new solutions and utilise Sapphire's consultancy services by purchasing an SSA, Christian Aid can benefit from the use of Sapphire's helpdesk and technical support.



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Christian Aid has recently purchased a new SSA agreement, taking advantage of the competitive rates.

“Overall, we are delighted with the service received from Sapphire. We have a dedicated account manager which makes communicating with the various departments within Sapphire painless. Previously, we have asked for additional documentation and the reformatting of reports of Sapphire and they have also been happy to accommodate our needs.”

Phillip intends to use the new SSA on a number of projects including further testing of the infrastructure, upgrades for current solutions and potentially security training for Christian Aids staff.

The Benefits

Christian Aid has experienced a number of benefits through utilising Sapphire’s Strategic Support Agreement (SSA).

- **Peace of Mind:** Knowing that there are a number of resources available including both technical and business consultancy, product and technical installations, training courses and helpdesk support.
- **Confidence in the Environment:** Through the services already deployed, Christian Aid can be confident that its infrastructure is secure and that its policies and procedures are in line with best practice guidelines.
- **Value for Money:** An SSA has enabled Christian Aid to take a holistic view of the security environment. Purchasing a service that is not all about technology and products but a balance the business requirements, people and training.