



### About CLIC Sargent

- ▶ Formed in 2005 following a successful merger between CLIC and Sargent Cancer Care for Children
- ▶ In 2012/2013 CLIC Sargent raised £22.6m and supported 6,600 children and young people and their families.

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Darren Hurst – IT Manager

## Helping The UK's Leading Cancer Charity for Children and Young People Navigate the Cloud

Nephos Technologies were commissioned by CLIC Sargent as an independent advisor as they made their move to a new IaaS platform

### About CLIC Sargent

Today, 10 children and young people in the UK will hear the shocking news that they have Cancer.

Treatment normally starts immediately, is often given many miles from home and can last for up to three years. Being diagnosed with Cancer is a frightening experience and the emotional, practical and financial implications of treatment are intensely challenging for the whole family.

CLIC Sargent provides clinical, practical, financial and emotional support to help them cope with Cancer and get the most out of life. CLIC Sargent are there from diagnosis onwards and aim to help the whole family deal with the impact of Cancer and its treatment, life after treatment and, in some cases, bereavement.

For more information on CLIC Sargent, and to donate to their worthy cause, visit them online at [www.clicsargent.org.uk](http://www.clicsargent.org.uk)

### The Challenge

CLIC Sargent's IT estate, was ageing and due to be refreshed. In addition the IT department as a whole had assessed how they deliver IT services back to the business with a view to reducing risk as well as driving efficiencies in terms of cost and performance. With these goals in mind, CLIC Sargent had identified the use of Cloud based technologies to reduce the cost and complexity of their infrastructure.

The move to Cloud services was breaking new but inevitable ground for CLIC Sargent, both technically and commercially and as a result posed IT three questions: firstly what was the technical impact of Cloud delivery Vs. traditional delivery, secondly what were the service implications of a move to the Cloud, and thirdly what could they expect in terms of commercial and contractual agreements.

As a charity any large investment must be the right one, and CLIC Sargent Head of IT: Darren Hurst, explains why CLIC Sargent wanted to work with an independent expert like Nephos Technologies

*"Providing Infrastructure Services via Cloud Services is a new way of delivering services for CLIC Sargent it was important that the Charity could draw on the expertise of someone that had been through the process before and was aware of any possible challenges and pitfalls and the most appropriate way of dealing with them, which Nephos certainly did"*

## The Solution

CLIC Sargent went to market to find an independent cloud partner that could help define and identify the most suitable cloud solution for the business so that the charity are able to drive the best value from their solution.

The project itself was led in stages, starting with the definition of requirements from a technology and service standpoint, with Nephos working with CLIC Sargent to translate and document their service requirements from a traditional delivery model, to a Cloud delivery model, in preparation for the following RFP process.

As the tender process progressed, Nephos continued their work with CLIC Sargent to develop the relevant scoring systems, evaluate the RFP responses themselves and to also take an active role in supplier shortlisting and final provider selection.

## The Benefits

CLIC Sargent appreciated the value that an independent partner such as Nephos Technologies could bring to their business; working as an extension of CLIC Sargent's IT team to bring specialist expertise in the delivery of Cloud infrastructure with experience that was lacking within CLIC Sargent's own internal teams as Hurst explains

"Although CLIC Sargent have their own in-house technical team, it was invaluable to be able to draw on the knowledge and experience of Nephos who are experts within the cloud services field and were familiar with the breadth of the marketplace and the different services each potential supplier could offer."

For many organisations embarking on a new transformation project such as this, part of the challenge is having enough time to evaluate new delivery methods while keeping day to day service running; part of Nephos' value was their experience and understanding of the Cloud services marketplace to reduce the overhead for CLIC Sargent, but also their guidance on structuring the evaluation process, as Hurst remarks:

"Nephos were responsive in their approach, always providing the relevant information in a timely manner, and their level of knowledge was excellent, providing clear and accurate responses."

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## About Nephos

Nephos Technologies is the UK's first independent Cloud Services Brokerage (CSB); helping businesses seeking to develop, implement and optimise their Cloud strategy.

Nephos Technologies can work with your business in a number of ways, whether that's developing a Cloud strategy, helping you to migrate into the Cloud, or delivering Cloud compute and storage infrastructure; we make sure that you get best value.

Without our own Cloud infrastructure to provide, Nephos are uniquely positioned to be able to do so independently across multiple providers, vendors and deployment methods.

If you'd like to find out more about Nephos Technologies, the customers that we work with or the services that we provide then please contact us by phone on: +44 (0) 8453104105 or Email us at [sales@nephostechnologies.com](mailto:sales@nephostechnologies.com)