

ActionAid

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ActionAid is an international NGO that works against poverty and injustice worldwide.

ActionAid is a global movement of people working together to further human rights for all and defeat poverty. ActionAid works in more than 45 countries, helping over 15 million impoverished and disadvantaged people worldwide.

With its head office located in South Africa and hubs in: Nairobi, Johannesburg, Bangkok, Rio, Brussels and London, ActionAid leverages ICT heavily, some figures give scale to that:

- 2014 income €229m
- Presence in 47 countries.
- 3000 ICT 'users', of which
- 2000 use 'standard-build' Notebook PCs

ActionAid's size and reach of operations actively place it amongst Enterprise-level businesses. Its information must be effectively shared across a truly global network of Data Centres & servers. And reliably accessed in conventionally connected 'sites' or in the 'field' using sophisticated satellite communications. But in common with all NGO's and charities, ActionAid must also function within extremely tight budgets and headcount - and under close scrutiny.

Roger de Peza, who manages the ICT budget at ActionAid, works with a small but expert in-house ICT team. He uses THE IT Supplier as one of five registered ICT suppliers to supplement their in-house capabilities, and says *"they are our main and key supplier in the UK"*.

THE IT Supplier procures Notebook PCs and HP & Dell hardware - plus anything else ActionAid require within their infrastructure such as: switches, hubs, routers, software-licensing and contract-maintenance. What's unusual, however, is THE IT Supplier dealing directly with Vendors on ActionAid's behalf to manage ALL warranty & support issue.



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Roger says, *"...they simply take on warranty & support problems for us and resolve them. For example, some of ActionAid's standard-build Notebook PCs conflict with our disk images. THE IT Supplier look after the non-compliance part of Warranty with the Vendor on our behalf. This means the warranty is actually sorted quicker by THE IT Supplier than with the vendor. So we save time, budget and resources for the strategic issues on which the organization must focus."*

Roger de Peza, IT & Finance, www.actionaid.org

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