



## Transforming IT with seamless transitions and proactive, round-the-clock support



[www.heelandtoe.org.uk](http://www.heelandtoe.org.uk)

0191 3868606

### The Client

Employee Count: 50+

Head Office: Durham

Established in 2008, Heel & Toe is a not-for-profit organisation that provides a range of therapies and support to children with physical and complex disabilities in the North East region.

Founder Paul Bannister decided early in the charity's journey 'that no child should be denied therapy due to a lack of money', Heel and Toe offer free Conductive Education Therapy for any child with Cerebral Palsy. Due to an increasing demand for their services, the organisation has expanded to 2 sites and welcomed a further 40+ staff members, including therapy staff and nurses.

### Our Managed IT Partnership

Heel and Toe partnered with us in June 2014, seeking reliable and comprehensive IT support to aid their crucial charitable services. We have been proud to provide them with a range of Managed IT services including DUO security, Cloud backup solutions, antivirus software, Microsoft Business Premium, and SSL certification. These services ensure that Heel and Toe's IT infrastructure remains robust, secure, and efficient.

Our relationship with Heel and Toe has been exceptionally positive. Recognising their charity status, provide them with our charitable rates, with their Managed IT contract being free of charge. This arrangement allows Heel and Toe to focus on their mission, knowing their IT needs are in capable hands.

Heel and Toe chose us not only for the financial benefits but also for our proven track record and consultative approach to Managed IT. Our commitment to high-quality support and seamless system operations played a significant role in their decision.

The onboarding process in 2014 went smoothly, with no issues. This successful transition set the foundation for a strong and ongoing partnership. Heel and Toe rely entirely on our expertise to manage their IT infrastructure, benefiting from our proactive monitoring, first-response support, and industry-leading tools. Our UK-based team provides true 24/7 support, ensuring their IT systems are always operational and secure, allowing them to continue their vital work uninterrupted.

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We have been partnering with razorblue since June 2014, and their support has been invaluable to our organisation. Their comprehensive IT services have ensured that our IT infrastructure remains robust, secure, and efficient.

Their solutions and service give us the peace of mind to focus on our mission. Their charitable rates and commitment to high-quality support have made a significant difference to our operations. We highly recommend razorblue for their exceptional service and dedication to helping us continue our vital work.

## The Challenge

razorblues partnership with Heel and Toe began at a time when the organisation was relocating to a larger site and over the years their services and resource have continued to grow.

Due the expansion of their sites and an expanding user count Heel and Toe needed assistance to help grow their infrastructure and support their needs. As their chosen IT partner supplying end to end support since 2014 Heel and Toe sought razorblues help to implement infrastructure solutions for their new site and onboard over 40 new staff members in a range of roles, setting them up with the technology they need to work effectively and keep operations running smoothly.

Due to the nature of the business, Heel and Toe needed to keep costs down, but still required an effective, flexible IT solution with extensive support to ensure operations ran smoothly throughout installation of the new infrastructure.

## The Outcome

razorblue provide premium IT support for Heel and Toe's team of 40+ staff members at an exclusive, reduced charity rate, enabling them to benefit from more cost effective, competitive pricing for our professional services.

We implemented and continue to manage all Microsoft Office 365 licenses, all of which were secured at our low-cost charity rates, including 10 free Microsoft business premium licences.

As Heel and Toe fall into the healthcare sector, they hold a large amount of sensitive data that needs to be protected. Our cybersecurity experts implemented endpoint protection anti-virus and cloud back-up solutions further securing this data with proactive measures against ever evolving cyberthreats.

During the pandemic, to support the charity in their time of need and facilitate remote working practices, razorblue also provided a complimentary VPN and multi-factor authentication. We were also proud headline sponsors at their 2021 annual charity event and continue to raise awareness and funds for this fantastic cause, whilst also providing them with the infrastructure they need to continue the amazing work they do.

**Ready to  
upgrade your  
infrastructure?**

**Arrange a free  
consultation with an  
expert today**