> "Aspire's ability to seamlessly transition our IT and cyber security services while ensuring minimal disruption has exceeded our expectations. Their proactive approach and deep understanding of our needs have reinforced our confidence in them as a long-term partner".
>
> **John McBride** Head of Strategic Initiatives & Governance at Right There

Right There is a Scottish charity that offers specialist support to individuals facing homelessness, mental health challenges, and complex needs. With a focus on fostering stability and independence, their services provide tailored assistance that promotes well-being, social inclusion, and long-term recovery.

Employing a dedicated team of 160 people at over 10 locations across Scotland, Right There supports 4,000 individuals each year, helping them rebuild their lives and achieve lasting positive change.

The Challenge

Before partnering with Aspire, Right There sought a more strategic approach to their IT and cyber security. Their existing provider provided essential services but lacked the proactive guidance needed to fully leverage the Microsoft ecosystem, particularly SharePoint, to drive a modern workplace approach. Additionally, enhancing their cyber security posture became a priority to ensure long-term resilience. With 10 locations across Scotland, Right There needed a partner that could provide expertise, support their growth, and align with their ambitions for the future.

Aspire's Solution

Aspire delivered a tailored IT and cyber security solution to meet Right There's needs. **RealCare Complete** Aspire's fully managed IT support solution, provides end-to-end management of their IT environment, ensuring reliability, security, and seamless day-to-day operations. **RealProtect Complete** Aspire's MDR and SIEM solution, enhances their cyber security posture with proactive threat detection, real-time response, and robust mitigation strategies. SaaS and Microsoft 365 Backup services safeguards critical data and applications, ensuring business continuity and resilience against potential disruptions.

One of Right There's main challenges was a tight implementation time frame, as their outgoing provider's contract had a fixed end date. Despite this, Aspire successfully met the deadline, ensuring a smooth transition and seamless integration of the new services.

Right There selected Aspire for their local presence, expertise in the Microsoft ecosystem, strong track record with third-sector organisations, and their commitment to a long-term strategic partnership. Aspire's clear and structured implementation plan ensured also presented a clear plan, ensuring all deadlines were met efficiently.

Working with Aspire

The partnership with Aspire has delivered significant benefits for Right There, enhancing their overall IT and cyber security infrastructure. Right There now benefits from proactive cyber security support and an improved security posture, ensuring robust protection against potential threats. In less than three months of working with Aspire, Right There successfully achieved their Cyber Essentials certification, further strengthening their security framework. Aspire's expertise in Microsoft Modern Workplace has also helped Right There streamline operations, enhancing efficiency and effectiveness across their organisation. The solution has improved service delivery and enhanced the end-user experience, supported by Aspire's 24/7/365 coverage across Scotland.

John McBride, Head of Strategic Initiatives & Governance at Right There said: *"We weren't unhappy with our incumbent, however the expertise, agility and delivery from Aspire, especially under time challenges, has truly amazed us. Their ability to seamlessly transition our IT and cyber security services while ensuring minimal disruption has exceeded our expectations. Aspire's proactive approach and deep understanding of our needs have reinforced our confidence in them as a long-term partner".*

Customer Benefits

> **Enhanced IT Management and Security**
> **Strengthened Cyber Security Posture**
> **Data Continuity and Protection**
> **Seamless Transition**
> **Long-Term Partnership**
> **Local Expertise and Support**

Solution

> **RealCare Complete**
> **RealProtect Complete**
> **SaaS/MS 365 back up**