

## CASE STUDY

# Protecting data 24x7 for a leading children's charity.

Whizz-Kidz needed a trusted partner to help them navigate the data protection and security challenges facing the charity sector.



## The UK's leading charity for young wheelchair users.

Whizz-Kidz is a UK-based charity on a mission to transform the lives of disabled children by offering the right mobility equipment, skills training, and opportunities when they need them in order to thrive.

Every young disabled person has the right to a fun and active childhood and Whizz-Kidz is on hand to help them realise their full potential.

Through their collaboration with the NHS, Whizz-Kidz has increased wheelchair provision to reach more disabled people with equipment to meet their individual needs. In fact, research has shown that the charity's efforts are even more far-reaching, with the "Whizz-Kidz effect" having achieved a positive impact on wheelchair services across the UK and wider society.

## The Business Challenges

Whizz-Kidz originally approached Covenco over 15 years ago while searching for an IT Support Partner to help protect their email systems and data.

As a charity, the organisation must adhere to strict policies regarding its handling and storage of data.

Over the years of working with Whizz-Kidz, we have adopted the data

protection services that we provide in line with external threats and factors, including GDPR and more recently, ransomware which is one of the most dangerous cyber-crimes targeting charities. Meeting data protection regulations and supporting such a critical infrastructure on a restricted budget is tough at the best of times, let alone when you're trying to improve accessibility to wheelchairs and mobility equipment across the NHS.

Whizz-Kidz needed a trusted partner to help them navigate the challenges facing the charity sector concerning data protection and infrastructure support. It was important for them to find a partner who could provide the best-of-breed technology, data protection services, guidance, and advice while being commercially sensitive to the restrictions on their budget.

## The Solutions

A customer-orientated approach delivering advanced functionality and ongoing data protection services and critical infrastructure support:

This is where Covenco stepped in, as experts in Data Protection and Infrastructure Support, they used their experience and expertise to fulfil the requirements Whizz-Kidz identified for their data protection solutions. Covenco has continued to deliver a comprehensive range of support and technical consultancy services for the charity, including bespoke project work and application support.



In more recent times with the rise of ransomware, it was imperative to evolve the services in line with the current threats in the market and provide a more robust data protection strategy against cyber-attacks, along with greater options for recovery.

With that in mind, Covenco implemented a new backup solution using Veeam technology, providing local recovery capabilities, as well as offsite recovery and offline protection. This ensures that the 3-2-1-1 backup principle is met and overall, provides Whizz-Kidz with a wider range of recovery options, should the unthinkable happen.

All of this is underpinned by the ability to recover to a completely isolated disaster recovery environment for complete business continuity and peace of mind.

## The Result

Whizz-Kidz can focus their resources on the fantastic work they do, supporting disabled children across the UK, and are left confident that their data and IT infrastructure is protected.

Covenco's proactive and holistic approach to data protection and management has allowed them to support Whizz-Kidz in improving their cyber defences and protecting the critical infrastructure that underpins the charity's vital work.

They now have the solutions in place to ensure they can meet the conditions required of them by Data Protection regulations and that their systems are protected and fully recoverable from cyber threats while being confident that further support is only ever a phone call away.

The charity receives ongoing support ensuring its IT systems and infrastructure are fully protected and continue to meet its unique business needs, leaving Whizz-Kidz with more resources to achieve its mission.

We're more confident as a charity that our data is protected.

Being a small charity it's always good to know that you have that kind of backup where you can just call on somebody and ask them if they've seen this error before.

Covenco has been there for me with their bespoke and friendly approach; Whizz-Kidz IT would never be what it is now without their help.

**Magnus Mbanu,**  
IT Manager, Whizz-Kidz

“It's been a real privilege for Covenco to provide infrastructure support services to Whizz-Kidz over the last 15 years. Our relationship with the Whizz-Kidz IT Team has evolved to a point where we are effectively seen as an extension of their own IT department.

To be able to give something back to the community in the form of our expertise and support to an organisation that makes such a positive impact on so many lives is a great feeling.”

**Gurdip Sohal,**  
Sales Director, Covenco



### About Whizz-Kidz

Whizz-Kidz empowers young wheelchair users by providing the wheelchairs, equipment, support and confidence-building experiences they need, and campaigning for a more inclusive society.

### About Covenco

With more than 30 years of experience in the IT industry across a range of technologies, [Covenco](#) specializes in purchasing, selling and renting new and refurbished IBM, HP, Dell and NetApp computing hardware, storage and supporting software. Today, Covenco provides cloud and hosting solutions, disaster recovery, maintenance, virtualization, backup and high-availability services.

### Solution components

[Covenco Cloud Backup](#)

[Covenco High Availability](#)

[Veeam Ransomware Protection](#)

Covenco started way back in 1989, selling IBM's System 36 and AS/400 servers. Over 30 years later, we still have IBM at the core of our business, but we do so much more now. Covenco have always strived to provide value without compromise, and this remains our primary goal today.

We work across a variety of industry sectors - as Business Partners for new IT infrastructure solutions and as Business Continuity specialists. Covenco is today a modern data management company providing its clients with data protection, data availability and data security 24x7 365 days a year.

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