



The seamless design and implementation of WAN, Wi-Fi, and cloud Telephony solutions resulted in significant cost savings of £225k



Wanstor has transformed Hestia's infrastructure in a truly unique and beneficial way through a full SoGEA migration, giving savings of £225k and fast, reliable and secure connectivity in all 130 sites.

About Hestia

Since its inception in 1970, Hestia has been dedicated to assisting adults in crisis, starting with a soup run for individuals living on the streets and providing accommodation with the help of local authorities. They have successfully provided safe spaces for over 800 people to sleep at night.

Now, Hestia reaches over 15,000 adults and children annually, supporting those facing domestic abuse, modern slavery, mental health challenges and more.

They are a leading provider of domestic abuse refuges in London and the South East and play a crucial role in aiding victims of modern slavery in the capital.

As Hestia enters a new chapter, they prioritise digital transformation and a cloud-first strategy, always putting the voices of those they serve at the forefront of their work.

Secure and reliable connectivity is essential to their mission.

To achieve this, Hestia embarked on a significant WAN overhaul. They retired outdated providers, eliminated unreliable connections, and upgraded routers, expanded their Wi-Fi solution and implemented cloud-based telephony.

These measures ensure robust connectivity and an efficient operational environment.

The Challenge

During the early stages of its digital transformation, Hestia faced significant challenges in managing internet connectivity across its 130 sites. Multiple lines, disparate contract renewal dates, and five different providers complicated their operations.

Many sites experienced poor-quality ADSL and FTTC connections with slow speeds, while outdated routers posed serious security risks.

The impending end-of-life status of copper connections by the end of 2025 further emphasised the need for future-proofing their infrastructure.

To address these issues, Wanstor implemented a diligent approach that ensured Hestia never paid for more than what was needed.

This required close collaboration and intricate project management with BT and Openreach to synchronise line availability, optimising costs and minimising disruption.

Wanstor's team then attended each site to swap the lines, configure equipment, and ensure seamless deployment.

Downtime was limited and their presence on-site guaranteed prompt resolution of any issues.

Hestia's Head of IT, DK, said **"I was really impressed with the service that Wanstor provided.**

"Their ability to build the new network, configure routers and execute the migration in sync with contract renewal dates was outstanding. They had a deep understanding of the unique challenges we faced and the way they undertook the project relieved us of a lot of unnecessary stress."

With a robust infrastructure in place, Hestia could leverage cloud applications, including VoIP. Wanstor successfully deployed a fully cloud based collaborative telephony solution across all locations.

Furthermore, they redesigned and expanded the Wi-Fi solution to ensure optimal coverage and speed, enabling users to embrace a flexible "work-from-anywhere" approach.

As part of the comprehensive Wi-Fi solution, Hestia also implemented a Guest Wi-Fi with guest policies specifically tailored for service users in Hestia's properties.

This expansion has had a transformative impact on the lives of service users, enabling them to engage in online trainings, apply for jobs, participate in wellbeing sessions, and stay connected with their loved ones.

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Head of IT, Hestia

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The Solution

Following a successful tender, Wanstor executed a remarkable transformation of Hestia's infrastructure, delivering unique and substantial benefits resulting in impressive cost savings of £225k, while simultaneously establishing a fast, reliable, and secure connectivity environment through migration to a comprehensive Single Order Generic Ethernet Access (SoGEA) estate.

Notably, Wanstor's approach to this migration was far from the typical "lift and shift" methodology commonly offered by other providers.

Instead, their engineers employed a strategic approach when placing Wi-Fi access points at each site, ensuring enhanced coverage throughout the premises. They meticulously organised all cables in cabinets, promoting an organised and efficient infrastructure.

Additionally, Wanstor had a well-defined plan for decommissioning and recycling the old equipment, demonstrating their commitment to environmentally responsible practices.

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Wanstor took great care to ensure minimal disruption to daily operations and made sure not to interfere with the workflow of staff on the ground.

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Head of IT, Hestia

The Result

Hestia has successfully implemented a modern solution that not only enables current digital transformation but also lays the foundation for future advancements.

With a single provider, simplified monitoring and support, a consolidated renewal date, enhanced security, and a faster and a more reliable solution.

“Having everything under one roof has made a significant difference. And not to mention, Hestia is always up to date with the latest news on threats like zero-day vulnerabilities, thanks to Wanstor's efforts.”

Wanstor engineers displayed promptness in deploying the solution and also offered proactive services to identify and address potential issues before these impacted operations.

This approach proved highly beneficial for Hestia, as they now have all services under one roof, eliminating the need for intermediaries and resulting in a more efficient service.

DK Continued: **“Throughout the implementation process, Wanstor's engineers displayed professionalism and friendliness towards the staff members at Hestia.**





“They took great care to ensure minimal disruption to daily operations and made sure not to interfere with the workflow of staff on the ground.

“Furthermore, Wanstor provided comprehensive training to the staff, familiarising them with the new devices and technologies, empowering them to make the most of the upgraded infrastructure.

“It sounds like a perfect match. Hestia and Wanstor working together to achieve a successful implementation and make a positive impact.

“It’s a testament to the power of collaboration and shared vision.”

Thanks to Wanstor’s meticulous planning and execution, the migration process had next to no impact on the operations side for staff.

The seamless transition ensured that Hestia’s operations continued smoothly without disruption, allowing the staff to focus on their core responsibilities and providing uninterrupted support to those in need.

Hestia expressed great satisfaction with the project management and the unwavering commitment demonstrated by Wanstor to achieve successful implementation.

The Hestia team appreciated the extra effort Wanstor consistently put in to deliver results.

Hestia values their partnership with Wanstor as a strategic technical partner, recognising their comprehensive understanding of Hestia’s goals and their alignment in terms of approach and methodology.

Key Outcomes

- ✓ Clear cost reductions equalling £225k over five years
- ✓ Robust, secure and faster internet at each site
- ✓ A fully-managed service with proactive engineering
- ✓ Future-proofed infrastructure ready for digitalisation
- ✓ Simplified monitoring for stable, reliable connectivity
- ✓ A secure, monitored WAN solution replacing legacy architecture