



Case Study

Server Hosting & Support

Lifeline Energy's suite of products provide children with access to schools, lessons, teachers and programmes that help them to improve their skills. Their solar and wind-up Lifeplayer MP3s can be pre-loaded with any content that will aid learning from traditional educational curricula, to health information, agricultural content, and financial literacy programmes.

The Challenge

Lifeline Energy is a charity whose employees are based and travel globally to areas with sometimes little to no internet coverage. Therefore, the following was needed:

- 1) A fully managed server solution
- 2) Remote access
- 3) Server and desktop support

The Solution

Minervia supplied and installed an individual server in it's secure hosting facility for Lifeline Energy, the server has since been maintained by our technicians and the support team who manage the backup. The server has secure remote access via VPNs to ensure all traffic is encrypted.

Client users who operate in various locations abroad also use a variety of platforms from Windows 7 to Apple Mac OSX and are supported via secure remote assistance, using a specifically selected portal Minervia are able to take control of the device having issues whether it be a desktop machine or mobile device (such as android or iOS).

The Outcome

Lifeline Energy and Minervia have maintained a wonderful business relationship considering it spans multiple continents. This has allowed Lifeline Energy to concentrate on their business development, whilst Minervia ensure the server infrastructure is permanently maintained.

"Minervia have provided Lifeline Energy with IT support for several years. The service is excellent, prompt and nothing is too much trouble. When we changed our name and rebranding a few years' back, they were most helpful in guiding us through the process"

Lifeline Energy