



The Switch

Helping a charity
maximise every pound_





Key takeaways_

- The Switch needed reliable IT support while operating within the budget constraints common across the charity sector.
- Infinity Group reviewed existing support arrangements and identified a more cost-effective managed service model.
- By transitioning to Service Flex and Network Flex, The Switch reduced monthly support costs while maintaining the services it relied on.

About The Switch_

Founded more than 30 years ago, The Switch is a charity dedicated to helping young people fulfil their potential through positive engagement with education and employers. Working across primary schools, secondary schools and with young people entering the workplace, the charity creates opportunities that inspire life-changing careers and equip students with the skills, confidence and experience they need to succeed.

Through programmes including mentoring, workshops, interview practice, work experience and employer engagement initiatives, The Switch acts as a vital bridge between the classroom and the world of work.



“Infinity understands that we’re a charity. They recognise that our priorities are different and they’ve always been flexible in the way they work with us. That flexibility has helped us make the most of our resources and focus more of our budget on supporting young people.”

– John Bunney,
Digital Transformation Manager



The challenge

Like many charities, budget was the biggest challenge facing The Switch. While reliable IT support remained essential, opportunities for additional investment were limited and technology spend needed to be carefully justified. Any partner they worked with needed to understand the realities of the charity sector and could help maximise value from every pound spent.

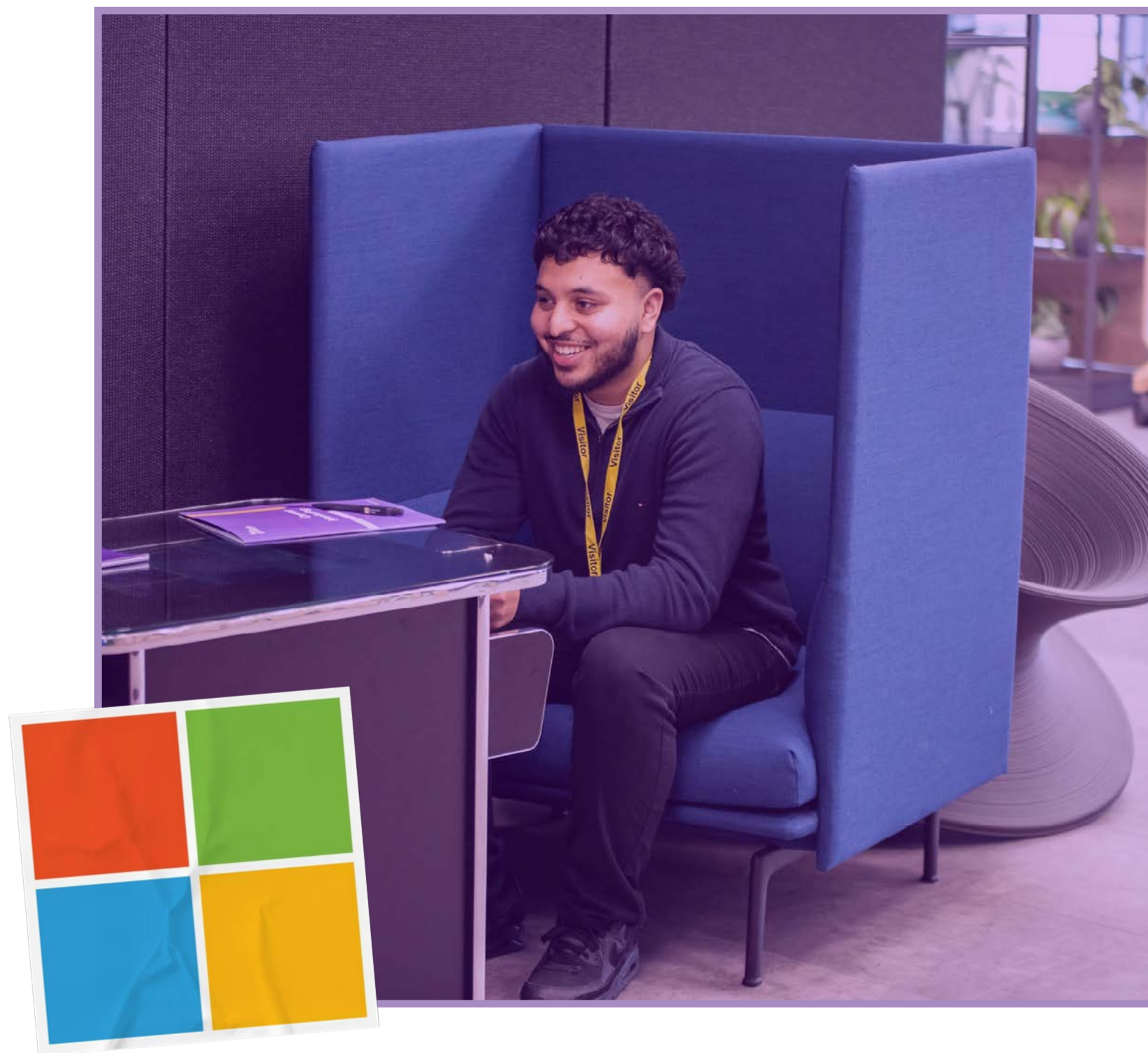
The Switch had originally chosen Infinity Group several years ago as part of a tender process, due to our ability to showcase how Microsoft solutions and managed services could help them reach their goals.

However, with an increasing pressure to do more with less, they needed ways to maintain service quality while reducing costs and meeting incoming challenges. This was critical to ensuring the charity continued to receive the support it needed to operate effectively.

“As a charity, every pound matters and there aren’t many suppliers who proactively come to you with ways to save money while improving the service you receive. That’s made a huge difference to us.”

– John Bunney,
Digital Transformation Manager





The solution

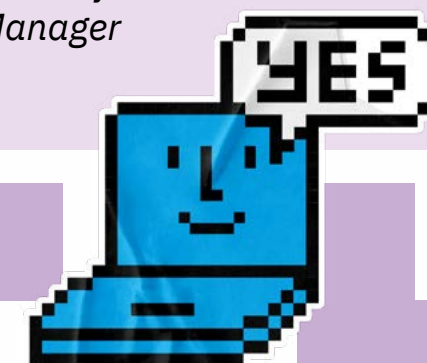
Since The Switch originally onboarded, Infinity Group's service offering as a partner had evolved to address new client priorities. So, our team conducted a review of The Switch's existing support services and recommended a transition from its legacy support contracts to our newer SERVICEFlex and NETWORKFlex managed service model.

This move provided continued access to responsive IT support, network management and strategic guidance - but created a more cost-effective support structure. It saved The Switch money every month, which could be put towards the valuable work they do.

Beyond managed services, Infinity Group continues to support The Switch in maximising Microsoft's nonprofit programmes, helping the organisation take advantage of charitable licensing discounts and ensuring it receives the most cost-effective mix of Microsoft technologies.

"The support is important, but what really sets Infinity apart is the strategic guidance. They help us understand what's changing in the Microsoft world, what we should be paying attention to and what will have the biggest impact on our organisation."

– John Bunney,
Digital Transformation Manager



The Infinity Group approach

Infinity Group's relationship with The Switch is built on a simple principle: helping them get the maximum value from its technology investment, not encouraging unnecessary spend. Rather than waiting for The Switch to raise concerns about budgets or request savings, we proactively review its services, licensing and support arrangements to identify opportunities for improvement.

The same approach extends beyond support services. Infinity Group provides guidance on upcoming licensing changes and ensures the charity understands how to make the most of the technology it already owns before investing in anything new.

Crucially, Infinity Group is careful not to push technology for technology's sake. While discussions around AI, Copilot and other emerging capabilities form part of ongoing roadmap conversations, recommendations are made when they align with the charity's priorities and readiness, not because they represent the latest trend. Instead, the focus is on helping The Switch prepare for future challenges, strengthen security, manage costs and make informed decisions about where technology can deliver genuine value.

This proactive, consultative approach has created a trusted partnership built on transparency, long-term thinking and a shared commitment to ensuring more of the charity's resources can be directed towards supporting young people rather than unnecessary technology spend.

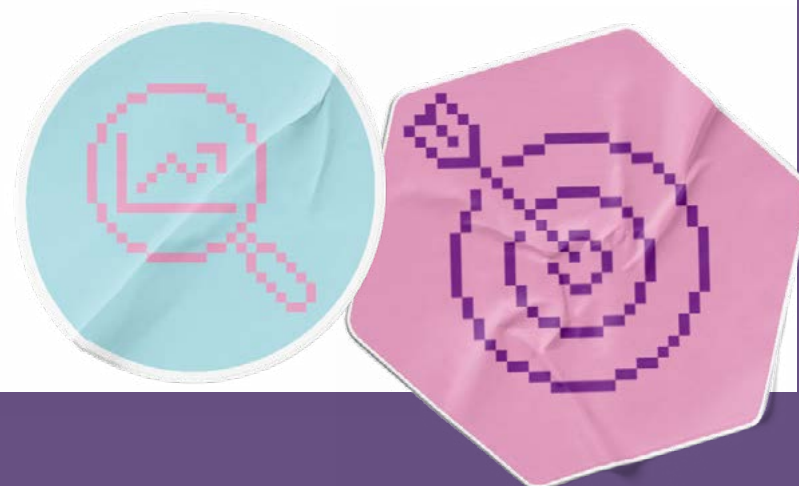


“Infinity has never felt like a supplier relationship. It feels much more like a peer-to-peer partnership where we're listened to, our challenges are understood and we work together to find the best outcome for the organisation.”

– John Bunney,
Digital Transformation Manager

Outcomes and benefits

- **Reduced ongoing IT costs** by moving to a more flexible support mode
- **Gained additional capabilities without increasing spend**, owing that the right technology strategy isn't always about buying more
- **Improved budget certainty and cost control**, giving the leadership team confidence that technology costs remain aligned to the needs of the charity
- **Strengthened security and future readiness**, with ongoing guidance around Microsoft licensing, security improvements and emerging technologies



“Over the years, Infinity has consistently shown that they care about the success of our organisation, not just the services they provide. Whether it’s helping us control costs, supporting our charity activities or bringing new ideas to the table, they’ve become a partner we genuinely trust.”

– John Bunney,
Digital Transformation Manager

Ready to get more from your IT budget?

Infinity Group helps organisations maximise the value of their technology investments through proactive support, cost optimisation and strategic Microsoft expertise.



Whether you’re looking to reduce costs, improve security or prepare for future challenges, we’ll help you make informed decisions that support your mission, not just your IT estate.

Get in touch today to discover how much more your technology could be doing for your organisation.

