

# Case study

## Pulsant datacentre chosen to host life-changing sign language interpreter service

According to the British Deaf Association (BDA), more than nine million people in the UK are deaf or have a hearing impairment. For these people, interacting with the hearing world is often difficult – particularly in times of emergencies when communicating with doctors, nurses, emergency personnel or the police is critical. InterpreterNow is a service that bridges that gap, enabling deaf sign language users and hearing people to effectively communicate with one another in all situations.

Owned by deaf health charity SignHealth, InterpreterNow is an online video relay service that can be accessed on mobile, tablet and computer and connects the deaf user through video directly to a fully registered and qualified British Sign Language (BSL) interpreter. The interpreter then delivers 'live' interpreting support to the deaf person through the internet. Currently, the video relay service is supplied to government, public sector organisations, charities, schools and businesses, including NHS England, the Scottish government, Public Health England, Heathlands School for deaf children, and Vodafone UK.

### Consult and create

However, with its service hosted by a provider in Sweden, InterpreterNow faced compliance challenges as it sought to launch the service to more public sector bodies. In particular, there was the requirement for the hosting provider to be ISO compliant. As a result, InterpreterNow went to tender for a UK-based provider that met the criteria.

Pulsant won the tender to supply the managed hosting contract based on the company's knowledge of the NHS market and the strength of its Milton Keynes tier 4 datacentre, one in its network of 15 UK-based sites owned and operated by the hybrid cloud solutions provider.

### To summarise...

Client

**INTERPRETERNOW**

Solution



### Business objectives

- IMPROVED SERVICE
- COMPLIANCE
- ENHANCED SECURITY

## Integrate and activate

“Pulsant understands the work that we do, the team understands our business and they recognise the importance of the InterpreterNow service as a potentially life-saving app,” explained John Maidens, MD of InterpreterNow. “In addition, my team and I were very impressed by the Milton Keynes customer service, attention to detail and the datacentre site, which met all of our requirements for the project, particularly in terms of security.”

The Milton Keynes datacentre facility is ISO27001 accredited, PCI DSS compliant, and also holds a CSA Star accreditation for cloud security.

Once the tender was awarded, Pulsant worked closely with InterpreterNow’s incumbent IT supplier to make sure the migration of services was seamless. This included advice and consultation from the team of solution architects that designed the service within the datacentre.

## Support and evolve

Part of the managed hosting contract includes Pulsant’s software defined networking that is delivered through a Cisco application-centric infrastructure (ACI). ACI is a next-generation architecture that simplifies, optimises and speeds up application deployment — in essence enabling Pulsant to quickly and easily provide additional resources in a virtual or physical environment. This provides the company with a clear and easy path for scalability as it grows.

“Pulsant ticked all the boxes with the solution they designed for us and their hosting facilities in Milton Keynes fully met our compliance and security requirements. More than that, they were easy to work with. We were impressed with the advice the team offered us throughout the project and the professional way in which they worked with our IT team to make the migration as continuous and efficient as possible,” concluded Neil Cooper, operations director, InterpreterNow.

Find out how we can help your organisation:  
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