



## CASE STUDY

### **SAMARITANS**

#### **Samaritans, chose Trustix™**

**Incorporating Linux based security solutions into the charity's expanding IT infrastructure.**

“One of the great challenges for computing in any charity is to provide more for less. Linux based solutions such as those from Trustix™ offer all the benefits of low cost and efficient use of resources associated with Linux backed up by names you can trust”.

*Mike Harmon, IS Manager, The Samaritans*

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Samaritans is installing a four zone Trustix™ Firewall on an IBM eServer x305 and a Trustix™ Proxy Server on an IBM eServer x300 server.

Security and Linux specialists Nouveau Solutions recommended the Trustix™ solution, as they were aware of the charity's need to provide more computing power but keep IT costs as low as possible. Nouveau were also aware of a heightened interest in securing a new source of confidential data in the form of the new Samaritans' email support service.

People in emotional distress can now contact trained Samaritans volunteers by e-mail. Currently 80 of the charity's 203 branches throughout the UK and Republic of Ireland offer the service, with more set to come online in the coming months. Samaritans volunteers give people the time and space to find a way forward from their emotional distress in total confidence and without judgment, whatever the situation. Mike Hermon, IS Manager at Samaritans explained: "An e-mail is sent in confidence to a single address, jo@samaritans.org, and administered centrally. Network security provided by the Trustix™ solution is essential to maintain total safety and confidentiality for our e-mail callers."

"The decision to implement the Trustix™ Linux Solution on IBM servers was taken because they offer a very cost efficient and solid reliable solution with a very user friendly front end and configuration tools." Hermon expanded: "As the IT team is fairly small the fact that the products are easy to get up and running and require little training made Trustix™ a very attractive proposition to Samaritans".

"Samaritans' trust in the solutions is a testament to the reliable, cost effective and easy to use products we offer." noted James Dean UK Sales Director of Trustix. "Adoption of Linux in the mainstream is gathering momentum and Samaritans' choice is a reflection of that".

Trustix™ will help Samaritans reduce their total cost of ownership with an open platform on industry standard servers.

### **About Samaritans**

Samaritans is a registered charity, founded in 1953, which offers 24-hour confidential emotional support to anyone in emotional distress. Samaritans' vision is for a society where fewer people die by suicide because people are able to share feelings of emotional distress openly without fear of being judged. Samaritans believes that offering people the opportunity to be listened to in confidence, and accepted without prejudice, can alleviate despair and suicidal feelings. It is the aim of Samaritans to make emotional health a mainstream issue. The service is offered by 18,300 trained volunteers and is entirely dependent on voluntary support.

Across the UK, you can call Samaritans on 08457 90 90 90 (1850 60 90 90 in the Republic of Ireland) for the price of a local call. You can also write to Samaritans at Chris, PO Box 9090, Stirling, FK8 2SA, send an e-mail to [jo@samaritans.org](mailto:jo@samaritans.org) or if you are deaf or hard of hearing use the single national minicom number 08457 90 91 92 (1850 60 90 91 in the Republic of Ireland).