

*"Following a thorough tender process, SysGroup demonstrated a strong understanding of our organisation, **our values and our requirements** in supporting young people and volunteers across England"*



A UK youth organisation and charity supporting over half a million young people and volunteers.



Executive summary

Scouts partnered with SysGroup to review and modernise its connectivity infrastructure. With sites spread across England, it needed a network that could match the scale and complexity of its operations.

The programme began with a **VISTA-led assessment** of the connectivity estate, providing a clear, evidence-based view of the environment. This informed a targeted refresh across both the underlay, how sites connect externally, and the overlay, how traffic moves securely between sites and services.

The result is a more resilient, secure, and easier-to-manage network, built to support Scouts into the future.



Solution

SysGroup used VISTA, its **Visibility as a Service** platform, **to gain a clear, real-time view of Scouts' entire connectivity estate**. This replaced fragmented knowledge with a reliable, evidence-based foundation for change. Using this insight, SysGroup redesigned both layers of the network: the underlay, replacing MPLS with dedicated site circuits for better performance and lower cost, and the overlay, introducing a Zero Trust Network Access (ZTNA) model to secure communication between sites and services.

A full hardware refresh across all locations replaced ageing firewalls, switches, and access points with **modern, supported equipment, creating a consistent, resilient, and easier-to-manage network**.



Challenge

Scouts' connectivity had evolved into a legacy MPLS network that was costly, inflexible, and no longer fit for purpose. Site connectivity lacked flexibility, cross-site traffic had limited modern security, and hardware across locations was ageing.

They needed a partner who understood the challenges of a nationally distributed organisation and could deliver change without disrupting day-to-day operations.

What are the numbers?

VISTA provided visibility across **9** locations, identifying **583** devices in total, including **96** network devices. Of these, **60** had reached end-of-sale, and **76** were running non-recommended software versions.



Key Benefits

Assessment & Visibility

- VISTA delivered a complete, evidence-based view of the estate before any changes were made
- Asset discovery and configuration data replaced fragmented documentation and tribal knowledge
- Audit-ready insight gave both teams confidence in the decisions that followed

Security

- ZTNA architecture replacing implicit trust with continuous verification
- Tightly controlled cross-site access, reducing the risk of lateral movement
- Up-to-date firewalls and switching infrastructure with current security capabilities

Connectivity & Infrastructure

- MPLS replaced with cost-effective, dedicated circuits at each site
- Consistent, high-performance connectivity across a distributed estate
- Modern hardware providing a reliable, supported foundation at every location

Operational

- Reduced complexity across a geographically dispersed, volunteer-led network
- Scalable infrastructure able to support future growth and digital initiatives
- Reduced burden on internal IT through simplified, consistent connectivity architecture

Closing Remarks

With its connectivity infrastructure refreshed, Scouts now operates on a secure, resilient, and modern network foundation — one that reflects the scale of a national organisation and the needs of the people it serves. The programme **replaced legacy complexity with clarity**: a clean underlay, a zero-trust overlay, and hardware that's fit for the years ahead. Scouts can now focus on its mission of empowering young people, confident that the technology underneath is doing its job.