Family Planning Association of India (FPA India) — Detailed Case Study

Non-Profit / Government-linked | Mumbai | Leapswitch Dedicated Servers | 5+ Years

At a Glance

INDUSTRY	Non-Profit / Social Impact / Government-linked
ORGANISATION SIZE	500 to 2,000 employees, 40+ branches across 18 states
ESTABLISHED	1949, over 75 years of operation
TENURE WITH LEAPSWITCH	5+ years
PREVIOUS SETUP	Local hosting provider
SOLUTION	Dedicated Servers, Hybrid Infrastructure, Mumbai DC
PRIMARY CONTACT	Vaibhav Kulkarni, Director
KEY RESULT	10 to 20% cost reduction, better uptime, faster performance and support

10 to 20% Cost Saved **5+ Years** With Leapswitch **Under 1 Week** Migration Time **4/5** Support Rating

The Background

Family Planning Association of India, established in 1949, is one of India's oldest and most respected social impact organisations. It delivers sexual and reproductive health services, advocacy, and gender rights programmes across 18 states, with over 40 branches from Kashmir to Kerala. The organisation works in close partnership with central and state governments, NGOs, and international funding agencies including IPPF, touching over 30 million lives annually.

With a team of dedicated employees and a network of static clinics, outreach programmes, and associated health facilities, FPA India's digital infrastructure supports everything from programme management and donor reporting to public health information portals. Infrastructure reliability is a real operational need.

The Problem

FPA India had been hosting its web and database workloads with a local hosting provider. Over time, **two problems** compounded each other.

✓ Costs were higher than they should have been for the level of service provided

✓ support was consistently slow and inadequate.

For a non-profit organisation, cost efficiency is crucial. Every rupee spent on infrastructure above what is necessary is a rupee not reaching beneficiaries in the field. At the same time, unreliable infrastructure and sluggish support created operational headaches for a team managing programmes across 18 states with limited IT resources.

The trigger: The organisation's leadership evaluated the hosting situation and concluded that better options existed at better prices. A referral from within their network pointed them to Leapswitch.

Why They Chose Leapswitch

FPA India came to Leapswitch through a referral, a trusted recommendation within their network.

Three factors drove the decision:

✓ pricing that worked within a non-profit budget,

✓ faster deployment without a lengthy setup process,

✓ the credibility of existing references that validated Leapswitch as a reliable long-term partner.

What We Delivered

✓ **Dedicated servers** provisioned in Mumbai data centre

✓ **Web hosting and database hosting migrated** from the previous local provider

✓ **Hybrid infrastructure setup** covering production workloads

✓ **ISO and SOC 2 compliant environment** meeting data governance standards for a government-linked organisation

✓ Full **migration completed in under one week** with no disruption to operations

✓ **Direct account support** with clear escalation paths, replacing an impersonal local provider relationship

The Results

✓ **10 to 20% reduction in infrastructure costs.** This is a meaningful saving for a mission-driven organisation like FPA India.

✓ **Improved uptime** that keeps web properties and internal systems reliably accessible across branches and field teams.

✓ **Faster application response times** and measurably better database performance

✓ **Faster, more direct technical support**, a consistent improvement over the previous provider

✓ **5+ year of loyalty and counting**, FPA India has been a Leapswitch customer for over five years and continues to renew

In Their Words

— *Vaibhav Kulkarni, Director, Family Planning Association of India*

The Bigger Picture

FPA India represents a customer segment that rarely appears in cloud infrastructure conversations: mission-driven organisations, NGOs, government-linked bodies, and public health institutions that run lean, depend on reliable digital infrastructure, and cannot justify hyperscaler pricing on a donor-funded budget.

For these organisations, the choice of infrastructure partner comes down to trust and value. They are not chasing the latest features. They need things to work, support to respond quickly, and costs to stay predictable. Leapswitch's 5+ year relationship with FPA India is a proof point that dedicated servers and direct support still win in a segment the big clouds have never really served well.

If your organisation runs critical public services or social programmes and is overpaying a local provider with poor support, FPA India's story is worth understanding.

Looking for reliable, cost-efficient hosting for your organisation? Talk to the Leapswitch team — leapswitch.com | sales@leapswitch.com

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