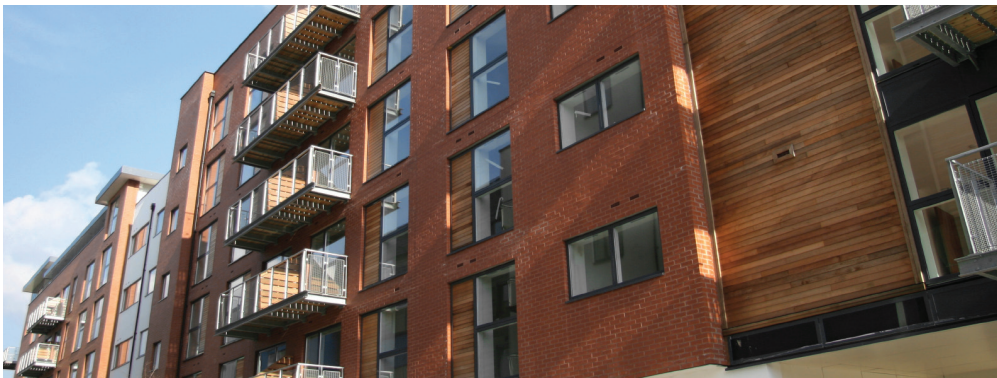


CHERCHEFELLE CASE STUDY

Housing Association sticks to what it does best by outsourcing ICT to Comtec

ICT solutions provider Comtec has worked as trusted adviser, project manager and outsourcing partner to Cherchefelle Housing Association for the last five years. From providing outsourced remote working and telephony solutions, and managing an entire ICT relocation process, to the ongoing maintenance and management of all its ICT assets, Comtec is the lifeline that enables Cherchefelle to concentrate maximum resources on its extremely valuable charitable work.



Cherchefelle Housing Association has a 40 year track record of delivering high quality accommodation and residential support services for vulnerable people. Registered with The Homes and Communities Agency (HCA) and The Tenant Services Authority (TSA), and affiliated to The National Housing Federation, Surrey-based Cherchefelle is a registered charity that relies heavily upon its ICT systems and needs to ensure they operate efficiently, reliably and within budget.

Cherchefelle's relationship with Comtec began four years ago in 2006 when the housing association increased its requirements for staff remote working. It became clear that specialist external support was needed to lead the implementation and hosting of a Citrix based server solution, and this was undertaken diligently by Comtec, its trusted ICT partner.

The following year, Cherchefelle found that its existing phone system was incapable of providing the responsiveness and flexible call functions required to assist incoming enquiries. Cherchefelle sought a solution that combined maximum functionality with minimum total cost of ownership, and again turned to Comtec to recommend the most effective, yet value-for-money course of action.

“ We were looking for a comprehensive ICT supplier that we could outsource everything to, but in Comtec we found a true partner that takes away all our ICT headaches and leave us to concentrate on running our charity.”

Martin Bellinger
Chief Executive - Cherchefelle Housing Association

Soon after, Comtec implemented an outsourced telephone system based upon the latest Avaya PBX and IP handsets, enabling professional contact-centre capabilities for the first time. Comtec further added SIP trunking capabilities that have drastically reduced the monthly cost of Cherchefelle's phone bill.

“ We specialise in helping people with mental illness or learning disabilities, young people leaving care, and elderly people,” commented Martin Bellinger, Chief Executive of Cherchefelle Housing Association. “Our ‘Floating Support Services’ also work with vulnerable people living in their own homes and in temporary accommodation. We manage and deliver all of these activities from a main office and subsequent branch offices. It was this wider network of offices and their related communications requirements that we enlisted Comtec to maintain and support.”

As one of the UK's leading outsourced ICT providers, Comtec runs its own dedicated 24/7 network operations centre, capable of facilitating all incoming requirements for remote fix, and a network base of engineers to attend site as required.

In 2008, Cherchefelle relocated its entire corporate head office from its old base in Reigate to a new office in Redhill. In order to ensure the rapid, seamless and insurance-underwritten process of uninstalling, safely transporting and reinstalling all its IT equipment, Comtec's specialist IT relocations division appointed a dedicated project manager and oversaw the smoothest possible relocation process over the course of a single 24 hour period.

“ We were looking for a comprehensive ICT supplier that we could outsource everything to, but in Comtec we found a true partner that takes away all our ICT headaches and leave us to concentrate on running our charity,” added Bellinger. “Comtec have achieved every objective we set, delivering cost savings and consolidating our supplier base as well – all of which helps benefit the resources we can dedicate to our front-line services.”

Timeline	2006:	Citrix implementation to support remote working
	2007:	New Avaya telephone system, with SIP trunking to reduce call costs
	2008:	Extensive ICT relocation project
	2009/10:	Continual remote and on-site ICT support

About Comtec

Comtec Enterprises is an ICT solutions company that specialises in enabling secure, converged IP communications for UK organisations. We provide comprehensive consultancy, implementation and support services that complement products from the world's best-of-breed technology vendors.

Comtec Enterprises apply its investments in technical and consultancy skills to find solutions that meet individual business challenges. Our experienced and highly qualified people can advise on any aspect of your voice, data, IP networking or security requirements in a totally independent fashion.

Comtec Enterprises also operate dedicated businesses for managed services, datacentre/comms room eco-structures and managed services.



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