SUMMARY

Industry sector:	Housing Association
Business Solution:	Communications
Technology:	Citrix, Avaya

comtec
infrastructure | datacentre | communications

Cherchefelle
Connecting with the Community

BACKGROUND

Cherchefelle Housing Association has a 40 year track record of delivering accommodation and residential support services to a range of individuals, housing associations and both local and borough councils. Cherchefelle provides home-based care, supported living, housing support and management services as well as information and advice. Registered with The Homes and Communities Agency (HCA) and The Tenant Services Authority (TSA), it is also affiliated to The National Housing Federation.

BUSINESS CHALLENGE

As the housing association workforce became more mobile, it brought to light a shortfall in some technology provisions. Firstly, the server infrastructure was not best suited to making business-critical applications available securely and reliably to a geographically diverse group of users. As a result, both workforce productivity and collaboration were being affected.

Secondly, as the association grew and began to offer additional services, the incumbent telephony system was not able to provide the levels of responsiveness and the range call functions necessary to handle incoming enquiries.

OBJECTIVES

As a not-for-profit organisation, Cherchefelle were keen to implement resilient IT and communications systems that would support the day-to-day operations of the charity without impacting on their budget.

Improvements in network performance, mobility, business continuity and customer service were all high on the agenda. The aim was to implement a solution with maximum functionality but minimum cost of ownership.

SELECTION PROCESS

Cherchefelle were looking for a solution provider who not only had the right technical experience, but could also deliver the necessary services as a fully outsourced partner. As a charity, they were looking for a partner who could take care of the ICT infrastructure and applications, leaving them free to concentrate on their core business.

"We were looking for a comprehensive ICT supplier that we could outsource everything to. In Comtec we found a true partner that takes away all our ICT headaches". Mark Bellinger, Chief Executive, Cherchefelle Housing Association.

THE SOLUTION

The first implementation with Cherchefelle was a hosted Citrix-based server solution to help support the increase in workforce mobility. This was followed by a new, hosted IP telephony solution, based on the latest Avaya PBX and IP handsets, and SIP trunking.

Comtec provides a 24/7 network operation centre to support all incoming requirements for remote fix and an experienced team of engineers to provide on-site support and maintenance when required.

A year after the implementation, Cherchefelle relocated its head office operations. Comtec was on hand, in the form of its specialist IT relocations division, to provide all the support needed to ensure a rapid and seamless disassembly, transport and reinstallation of the association's entire IT estate.

The entire process was overseen by one of Comtec's dedicated project managers and the migration was completed in a single 24 hour period.

BUSINESS BENEFITS

"We specialise in helping people with mental illness or learning disabilities, young people leaving care and elderly people" says Martin Bellinger. "Our floating support services also work with vulnerable people living in their own homes or in temporary accommodation. We manage and deliver all of these services from our main office and the subsequent branch offices. It was this wide network of offices and their related communications requirements that we enlisted Comtec to maintain and support".

Business-critical applications are now delivered rapidly, securely and consistently out to the mobile workforce and application management is a simpler and more cost effective process.

For the first time, the housing association is able to utilise professional contact-centre functionality and the addition of SIP trunking has dramatically reduced monthly call and line rental charges.

"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".

Mark Bellinger, Chief Executive, Cherchefelle Housing Association.

THE FUTURE

Comtec continues to provide hosted services to the housing association, helping to deliver against the key objectives of maximum functionality for minimum cost.

ABOUT COMTEC

Comtec is a trusted provider of IT Infrastructure, Datacentre and Communications solutions. We adopt technologies from leading vendors to deliver innovative and cost-effective information and communications technology solutions for businesses of all sizes.

Technology is our domain and we're committed to making it work for you. Whatever your business objectives, our highly experienced consultants and engineers are available to advise you on your short or long-term technology goals. We take the time to understand your business and propose solutions that address your challenges and fit your strategy; we won't just recommend technology for technology's sake.

We're dedicated to building strong relationships with both our clients and our technology partners so whatever your ICT requirement, on-premise, managed or hosted, why not give us a call?

Head Office
Comtec House
Albert Road North
Reigate
Surrey RH2 9EL

T: 0800 008 7599
E: info@comtec.com
www.comtec.com

comtec
infrastructure l datacentre l communications

CITRIX®   AVAYA