

TRUSTED IT ADVISOR & EXPERT SUPPORT



HOUSING ASSOCIATION LIMITED



£4k+ Saved Annually
via an Innovec Solution



Three Locations +
Remote Workers



Long-term IT Strategy
& Continued Optimisation

ABOUT BRIDGEWATER HOUSING ASSOCIATION

Forming in 1998, Bridgewater Housing Association are a "not for profit" charitable social enterprise who offer affordable housing and facilities to people with low incomes.

From their head office and satellite locations, the organisation employs 34 staff alongside subcontractors to manage 1,500+ properties and facilities throughout Renfrewshire, supporting over 2,700 residents and owners.

PROJECT BACKGROUND

- Better Use of IT Identified as a Priority to Improve Efficiency and Service Delivery.
- IT Management and Support Had Been Outsourced, Under-serviced and Lacking a Proactive Approach.
- Internal IT Officer Recruited to Change Support Infrastructure, and Focus on Long-term IT Strategy.
- External Partner Required to Proactively Assist IT Officer with General Support, Maintenance and Project Delivery.

"Since engaging, Innovec have added value at every stage of the process, from implementing new strategies and systems, to their day-to-day support - they're a great partner"

CHALLENGES

- IT Infrastructure Not Capable of Supporting Executive Vision.
- Hardware Largely Outdated and Inefficient.
- General Performance Issues Impacting on IT Officer's Ability to Implement Strategic Changes.
- Dependency on Key Individuals to Manage Anything IT Related.

HOW INNOVEC HELPED

- Regular Site Visits, Proactive Maintenance and Additional Support.
- Identified Critical Server Changes Required to Facilitate Improvements.
- Co-developed a Phased Strategy with IT Officer to Address Immediate, and Longer Term Objectives.
- Additional Resource, Allowing Key Staff to Focus on Their Primary Roles.



ADVISING, SUPPORTING, & WORKING TOGETHER

SERVICES PROVIDED

Acting as a trusted advisor to the IT Officer, Innovec provide a combination of first line support, expert advice and additional resource when required to implement larger projects or strategic IT changes.

1. Initial Alignment

- Reviewed and clarified required outcomes
- Documented existing setup & pain points
- Aligned solutions with the short, medium and long term priorities for the business

2. Proactive Support & Maintenance

- Remote support for general queries
- 24/7 monitoring of critical systems
- Eliminate distractions from IT Officer's day-to-day, freeing up time to focus on bigger picture

3. Project Work

- Server & Hardware Upgrades
- Office 365 Migration
- Tailored Veeam backup solution using point-to-point satellites - £4k annual saving

4. Expert IT Resource

- Regular site visits by qualified engineers
- Continual education in latest technologies
- 10+ years experience of implementing & supporting IT for hundreds of businesses

THE RESULTS



**Downtime
During Initial
Engagement**



**Immediate
On-Site
Presence**



**Server
Improvement
& Upgrade**



**Office 365
Migration**



**Tailored
Solution - £4k
Annual Saving**



**Peace of Mind:
Proactive
Support**

THE EXPERIENCE

"As we extended our service offering, improving our use of IT was identified as a strategic element of our growth plan. It was important to find a reliable partner who would work well within the organisation and provide the right blend of support and expertise.

We found that many providers essentially offered the same tools, services, and promises; however, Innovec stood out through their personalised and straightforward approach. They are friendly, knowledgeable, fast and no-nonsense. They do what they say they will, when they say that they will, and we cannot overstate how happy we are with the current agreement"

Stephen McGinley, Information Technology Officer, Bridgewater Housing Association

