

CASE STUDY

ADVANCE HOUSING AND SUPPORT

The journey to provide the best quality housing and support services and transform lives has moved a step forward with the provision of a managed wide area network and a centralised communications platform from Britannic Technologies to replace its separate, aging systems across 60 sites and reduce billing complexities.



SUPPORTING INDEPENDENCE

Advance Housing and Support provide homes, and other community related services. They specialise in supporting people with disabilities and mental health conditions. Their vision is to enable customers to live independently, to live the life that they choose.

SINGLE COMMUNICATIONS SOLUTION

An aging WAN and different phone systems across the sites, made it difficult and costly to manage with complex billing issues. Their objective was to have a single, seamless communications solution and billing through a managed service provider. Advance Housing and Support selected technology from housing specialists, Britannic Technologies to provide the WAN through a managed service.

ROBUST AND RELIABLE NETWORK

The organisations' offices and 60 remote sites are now fully supported by the new WAN that is more secure and provides greater reliability and availability. They have a reduction in down time because if a site disconnects from the network, it is fixed rapidly where as previously it could be down for days.

COST-SAVINGS

Advance Housing and Support were looking to make cost-savings through a single billing platform. Over the term of the five year contract they expect to make significant financial savings and increase efficiencies! Now they have better control over the costs they can plan and budget more effectively.



BUSINESS AS USUAL

At the start of COVID-19 we assisted Advanced Housing and Support to rapidly implement home working for all staff and the contact centre agents. The contact centre is usually based in Leicester, but we worked very quickly to get all agents working from home on Mitel teleworker sets with limited disruption to the Contact Centre, meaning customers would not have noticed the transition.

THE TECHNOLOGY

MANAGED SERVICE

Advance Housing and Support benefited from a managed service due to the improved strategic approach to telecommunications. Leaving them to focus on the wider digital transformation journey.

MITEL CONTACT CENTRE

The contact centre is based at Leicester where tenants call in to organise logging repairs for their property or requesting support from staff.

RELEASE THE IT TEAM

Advance Housing and Support have a very small ICT team, with the managed service the team are now free to focus on more strategic areas.

DIGITAL TRANSFORMATION GOING FORWARD

Moving forward on their digital transformation journey Advance Housing and Support will be looking at how they can improve their mobile working solutions, migrating to Microsoft Office 365 and planning to move fully to the cloud.



“BRITANNIC TECHNOLOGIES HELPED US TO IDENTIFY WHAT OUR BUSINESS REQUIRES, matching these needs with the solution that is a good fit for us, that we can afford, and provides the performance and results that we need. They have high levels of customer service, are highly responsive and aim to deliver what they said would be delivered.”

PHILIP JACKSON,
Head of ICT & Business Systems,
Advanced Housing and Support

TALK TO THE SOLUTIONS PEOPLE

We know a thing or two about solving business problems.

Since 1984, we've been matching business problems with the right technology solutions. Creating opportunities for growth, adding value and helping businesses disrupt their market. Digital transformation isn't for the faint hearted, but luckily it's not a journey your business needs to do alone. Get smart.

BOOK A DEMO WITH A MEMBER OF OUR TEAM TODAY!