SOLUTIONS

INTELLIGENT IT FOR THE
HOUSING SECTOR

CDW PEOPLE WHO GET IT

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WE GET HOUSING

TECHNOLOGY AS A FORCE FOR CHANGE

A combination of factors such as the lack of affordable housing and spiralling private sector rents are placing ever-increasing demands on housing associations to manage their portfolio of assets as efficiently and productively as possible.

Housing associations play a key role in improving the lives of the people in the communities they serve by providing high quality homes as well as care and services for their customers.

CDW is helping housing associations to embrace new technology and become more efficient and effective in managing their tenants and housing stock. Our long-established presence in the housing sector is based upon our end-to-end capabilities in solution design, consultancy, project management, logistics and support, offering a wide range of IT solutions that deliver improved service delivery and reductions in operational overheads.

In short, leading housing associations are harnessing the power of new technology to become leaner and smarter, accelerating innovation while maintaining the highest levels of reliability and cyber security.

That's where CDW comes in. As a trusted partner to housing associations across the UK, our unparalleled breadth of products, services and solutions, positions us to help organisations across the country no matter what challenges they face. CDW orchestrates technologies which ease the pressure on staff, budgets and resources but, most importantly, our solutions provide the platform to improve the end-to-end experience.

Managing big data

From asset condition registers to tenancy records, housing associations handle ever-increasing volumes of data. Safe and efficient data management enables next-generation analytics, improving insight, decision making and performance.

Simpler cloud migration

Complex workloads are driving many housing associations to consider cloud services. CDW's comprehensive cloud services portfolio simplifies the journey, helping organisations establish the most cost-effective and easy-to-manage environments according to their needs.

Closer contact with residents

Digital advances such as voice assistants, chatbots and mobile online resources are bringing housing associations closer to their tenants, enabling them to meet future expectations. CDW provides a platform for such innovations with advanced infrastructure and networking.

Strengthening defences

Hackers provide a growing threat to housing associations. To protect data from costly losses, optimised security, governance and compliance must be woven into every element of IT deployment and usage. CDW's holistic approach provides protection.

Supporting innovation

As digital transformation gathers pace, leading housing associations are embracing smart technologies to increase the efficiency of maintenance operations and improve resource allocation of their assets. CDW acts as a trusted advisor on the journey to digitalisation.

Industry knowledge

Working with many of the UK's largest organisations. We are experts in introducing service innovation to attract and retain tenants and satisfy government digital inclusion agenda.

Modern workplace

Bringing the workplace to the employee, keeping them engaged and enabling them to use modern tools to complete tasks, no matter the location, safely and securely. CDW assists with the deployment and adoption of these tools.

Why CDW?

EXPERTISE IN HOUSING
A large percentage of global revenues come from the housing sector

PROCUREMENT FRIENDLY
Procurement processes are simplified by our award-winning supply chain management portal, ServiceTrack

NATIONAL DISTRIBUTION CENTRE
Delivery to 98% of UK within 4.5 hours via 120,000 sq ft facility, shipping over 3m items each year

CONFIGURATION CENTRE
Over 750 workstations in a 20,000sqft facility staffed by 40+ technicians offering consultancy, rack building and device imaging

UNRIVALLED PARTNERSHIPS
Opening doors to CDW's network of best-of-breed vendors, developers and solution partners

ROBUST INFRASTRUCTURE
3 UK data centres offering co-located, fully managed and hybrid services

ROUND-THE-CLOCK SUPPORT
24/7 ServiceDesk support staffed by over 350 professionals, with over 100 field engineers and Service Operations Centre

TRUSTED BY THE BEST
250,000 global clients, representing 30% of FTSE 100

SUPPORT SERVICES
For every stage, including enterprise solution design, managed services, integrated planning, consultancy and device management

DEPENDABLE ENGINEERING
Dependable engineering: Break-fix solutions via over 100 field service and onsite engineers, contactable through a single helpdesk

CASE STUDY

Your Housing Group Leverages Private Cloud to Boost Employee Productivity

CHALLENGE

Your Housing Group was reliant upon a mixed accumulation of IT infrastructure platforms, including a large proportion of ageing technology, located across three main offices, eleven community hub sites and many of its housing schemes. However, reliability, agility and remote working were all restricted by the legacy infrastructure. The organisation also lacked a sufficient disaster recovery solution. Additionally, there were no standardised processes and the productivity of field workers travelling between sites was compromised as a result. With strategic plans to build at least 1,000 homes each year, introduce property brands and enable greater agility within the workforce, the need for a more consistent, modernised infrastructure solution was a priority.

SOLUTION

CDW was selected to plan and implement Your Housing Group's infrastructure transformation,with its team of expert Solutions Architects working closely with the organisation to design a highly available and scalable private cloud solution to host network applications and services, centred around HPE and VMware technologies. The plan was set out in the form of a high-level design document that became pivotal to the deployment.

By combining HPE and VMware technologies, CDW enabled the provision of virtualised infrastructure to run line-of-business applications and virtual desktop infrastructure services for flexible working at Your Housing Group. The addition of an enhanced data protection solution was integrated into the plan proposed by CDW in order to provide granular back-up and restore capabilities, plus extended retention and off-site data back-up.

The solution was developed with the future very much in mind. CDW worked with Your Housing to prepare the organisation for the next generation of on-premises provisioning, enabling it to benefit from a cloud experience within defined boundaries. Scalability was at the heart of the infrastructure, with CDW building a flexible solution which could be aligned with Your Housing's future growth plans. CDW also provided full configuration and deployment services, managing the 'lift-and-shift' of legacy infrastructure, which ran parallel with the new platform until the former was decommissioned. Another element of the solution was the supply of new powerful HP devices, with CDW ensuring that devices were pre-configured to Your Housing Group's requirements, so that new employees joining the organisation were suitably equipped and up and running almost immediately.

OUTCOME

Your Housing Group is now benefitting from a more agile infrastructure platform, which is helping employees with flexible working. The organisation has now created its first fully agile team, with the same approach being applied to other areas of the business. Eventually, approximately one-third of the workforce will be fully agile, another third will have the flexibility to switch between the two and the remaining workforce will be necessarily office-based.

The increased reliability of the new infrastructure has been demonstrated by a radical reduction in the number of service failures. Uptime has improved and the IT team is reporting high levels of visibility. ''We're able to deal with problems very quickly because we can see exactly what is happening and, in many cases, we are able to address any issues before they even affect anyone. We have a huge amount of visibility now,'' says Matt Bradshaw, ICT Head of Operations at Your Housing Group.

Guy Smith, Head of Technology Solutions at CDW, says: ''Like many other organisations, Your Housing Group wanted to harness digital technologies to better serve its customers and improve employees' experience of work. Having the correct infrastructure in place is fundamental to that goal and we are proud to have assisted Your Housing Group on this journey, which will have a profound effect on people's lives.''

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