

IT Lab Steers Housing Association from Bumps in the Road During Staff Shortage

Summary:

Client: Weaver Vale Housing Trust

Sector: Housing Association

Company Size: 120 staff

IT Department: 7 staff

Key Technologies: Microsoft Hyper-V, Citrix

IT Lab Services Provided: 2nd and 3rd line Support Services

Background: Since 2010, IT Lab has acted as an extension of Weaver Vale's IT team through the delivery of high quality IT support. IT Lab also provides strategic advice to drive efficiencies and maximise the association's investment in technology.

In 2017, a sudden and urgent demand meant that the association needed to boost its IT personnel. The tight timeframes dictated that the usual recruitment process was neither practical nor feasible. The trust Weaver Vale has in IT Lab - together with IT Lab's large capacity - enabled the organisations to work together and ensure vital services were not impacted. IT Lab provided additional support at short notice, affording Weaver Vale the breathing room to restructure its IT.

Project Goal:

To rapidly scale the support services provided to Weaver Vale's internal IT team to ensure uninterrupted operational performance.

“When my department needed extra capacity and reassurance that they could call on someone for help, IT Lab responded quickly, flexibly and efficiently to fill the gap. With their help, we continued to deliver a consistent and unimpaired service to our users and tenants.”

Brendan Doherty, IT Manager - Weaver Vale Housing Trust



The Client:

Cheshire based Weaver Vale Housing Trust owns and manages a large property portfolio including more than 6,200 homes and a range of garages, shops, community play areas and a variety of green open spaces. Its vital work improves the outcomes and life chances of its customers.



Operate:

Ensuring Optimal Performance

To supplement and support the Weaver Vale internal IT team, IT Lab:

- Quickly specified and delivered a new contract to protect IT service provision at the trust.
- Scaled the support provision to accommodate a rise in call volumes and ensured immediate availability of senior engineers to resolve problems.
- Continued to deliver to the agreed service level agreements throughout the period.

“Our priority is always to flex and respond to the changing needs of our customers,” says Alex Lawton, Account Manager at IT Lab. “The scope and breadth of our team means that we can adapt to meet new challenges quickly and support our clients’ constantly evolving needs.”

“The ability to extend our relationship with IT Lab as and when we need it is invaluable.”

Brendan Doherty, IT Manager - Weaver Vale Housing Trust

