



CONNAUGHT HOUSE CONVERGED IT.

Connaught is an integrated asset management services company that operates in the social housing market. It is perhaps most commonly understood as the company that local authorities and 'registered social landlords' invariably turn to, to support their investments in building and refitting homes to the government's 'Decent Homes' standard.

Services include planned capital programmes, reactive maintenance, estate management and gas servicing for the social housing sector as well as gas installation and maintenance, electrical, fire and water services to clients in the private sector.

Background.

Connaught is growing astonishingly quickly, increasing its turnover to £300m in 2006 with plans to double this by 2011. Growth is also being fuelled by an aggressive acquisition strategy. Phil Morgan, Head of IT Infrastructure Services explains, "Two acquisitions worth over £50m have recently gone through, and there are obviously a lot of knock-on effects from an operational perspective in terms of new sites, new users and new demands on IT services and resources. The biggest challenge we face is maintaining business agility during our growth."



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Phil Morgan, Head of IT Infrastructure Services, Connaught

Overview.

Name:
Connaught Plc

Area of operation:
Maintenance and estate management in social housing and private sectors

Headquarters: Exeter

Founded: 1982

Number of employees: 4,400

Key technology:
Converged voice and data managed service with Web-based asset management

Categories:
ICT Solutions, Managed Service, Support Services

Key benefits:

- To maintain stability and performance across business critical operations

Realising that IT was becoming increasingly critical to the success of the company, in January 2006 they began a project to develop a comprehensive IT strategy. Prior to this, the company was responding to the needs of the organisation as it grew but had no scope to plan improved IT services or anticipate future change.

Connaught found several areas for distinct improvement including the scope for enhancing supplier relationships. Previously contracted to 12 different network component suppliers, the management load placed upon Connaught was also a main driver for change; “As a service-based company, we understand the resource-intensive demands of managing multiple partners and suppliers. Having one IT partner that could deliver a high quality integrated service, delivered through a strong service contract, was the answer,” comments Morgan.

Solution.

Connaught decided on a five-year converged voice and data contract with us. Specifically designed to support and enable a five-year growth strategy, the fully managed service will afford Connaught the flexibility, scalability and agility required to maintain stability and performance across business critical operations throughout this period.

The cornerstone of Connaught’s IT systems is an in-house developed web-based asset management application called Control™. “One of the challenges we identified early on was to establish a networking communications infrastructure that could underpin this and other critical applications. Getting this right is critical, because everything else is built on top of it”, comments Morgan.

The sheer pace of growth made connectivity top of Connaught’s strategic priorities. Every week, at least one new office needs to be added to the Connaught network and throughout the network there are a large proportion of temporary site offices that may need availability for short periods. Connaught chose our managed Virtual Network Operator (VNO) services, as Morgan explains, “Delivering network services to temporary offices is a costly exercise – we were open to wasted expenditure on rigid carrier contracts. However, the agility we will gain from Azzurri’s VNO proposition will ensure that services are delivered to wherever we need to work, and we’ll only pay for what we use”.

The new service will support the converged voice and data needs of nearly 4,000 employees providing WAN and LAN connectivity, centrally hosted IP telephony and 24/7 maintenance and support for Connaught’s call centres, headquarters, regional offices and other site offices.



t: 0844 324 0000
e: findoutmore@azzu.co.uk

www.azzurricommunications.com