



GOVAN HOUSING ASSOCIATION

Govan Housing Association is a charitable organisation providing high quality homes for rent. Registered in 1971, it was the first community based housing association in Scotland and became the model for the development and growth of housing associations in Scotland. The association currently has approximately 1,200 properties in management, comprising mainly traditional tenement flats, new build flats and townhouses.

FOCUS

"The response from CNT was superb, with an engineer being on site the same day."

Stephen McCabe,
Finance and Administration Manager,
Govan Housing

As a partner of the Scottish Federation of Housing Association (SFHA), CNT was chosen to provide a tailored support package for Govan. With no dedicated IT Manager at Govan, a flexible and responsive telephone and on-site support solution was required to ensure that the day-to-day operations at Govan were not interrupted. **The Challenge**

THE SOLUTION WE DELIVERED

The relationship with Govan began with the provision of a full IT support package covering all areas of the organisation. With no dedicated IT Manager at Govan, this was a comprehensive IT support package and initially included onsite and telephone support for network, server and desktop issues.

The tailored package was designed following a review of management and user requirements. Everyone at Govan needed a proactive service which would minimise the likelihood of problems occurring and resolve any issues quickly and easily.

As time moved on and requirements changed, the package was amended to include remote support. With remote access to servers and desktop PC's, the speed at which issues could be resolved was increased. Onsite support was still available at this stage but a high percentage of issues could be resolved remotely.

Built into the support service was an element of outsourced IT Management to provide strategic direction on new projects and initiatives. The time came to upgrade the Novell network and review the IT infrastructure in line with the organisation's objectives. CNT's experience of working with many other housing associations of similar size and structure, allowed for recommendations and advice to be provided on the basis that CNT had hands-on experience of working on very similar projects.

Having reviewed the infrastructure and assessed the future requirements of the organisation, a decision was taken to migrate to a Microsoft and Citrix solution. This included the implementation of a Microsoft Server 2000, Microsoft Exchange 2000 for email and Citrix XP. Brightstore ARCserve 9 was chosen as the backup system and an anti-virus solution was already in place.

A CNT project manager worked closely with Govan to plan the implementation so as not to cause any disruption to the organisation. The full installation took place over a bank holiday weekend and prior to this, the server room had been prepared as much as possible. Data was migrated from Groupwise to Exchange and CNT's knowledge of both Novell and Microsoft was instrumental in this part of the project. When staff returned to the office after the bank holiday, they were able to work in the same way

they had done before the weekend with the installation complete and the data migrated to the new platforms.

THE PRACTICAL BENEFITS

The provision of a full IT support package and strategic IT management input have removed the headache that IT so often causes. As well as providing users with a quick resolution to any problems, the support services allow Govan to focus on running the organisation, safe in the knowledge that the IT systems are being proactively monitored and supported.

CNT's understanding of housing applications and the experience of working with many different sizes of organisation have reaped many benefits for Govan. The following are just some of those benefits:

- Professional IT resource managing and supporting the IT infrastructure

- Strategic guidance on IT and Communications to ensure best value and best performance
- Minimal resource required at Govan to manage and support IT
- Improved integration across the network and enhanced application performance
- Reduced cost of ownership

Govan and CNT enjoy a very positive working relationship and the service provided is prompt, effective and cost efficient. Govan benefits from the skills and experience gained from CNT's long standing position in the housing market allowing Govan to use IT to its best advantage without incurring the cost of having a large team in house.



"I have been delighted with the service that we have received to date from CNT. Staff at Govan have already established very good working relationships with our counterparts at CNT. I am confident that over time our partnership with CNT will add considerable value to our business."

Stephen McCabe, Finance and Administration Manager at Govan Housing Association.

