

Housing provider chooses BT Engage IT for its superior customer service and value for money

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On the basis of what we’ve seen so far, we’re looking forward to increasing our business with BT Engage IT in the future.”

**Joan Williams,
Asset Manager
Home Group**

Level playing field

With operations that span England and Scotland, Home Group has an extensive IT infrastructure, critical to its core business of providing and supporting affordable housing. The company has more than 3,600 laptops and desktops, together with numerous PDAs and servers.

Joan Williams, the Home Group Asset Manager, notes: “These devices need proactive management and regular refresh to ensure they meet the minimum standards for connection to our network.”

Home Group also regularly sources systems for new projects. On a monthly basis, Joan Williams and her team compile a tender listing the equipment and services that it imminently needs. This is issued to the company’s three preferred suppliers. That tender includes detailed equipment specifications, even down to asset tagging and labelling requirements. Bids can therefore be adjudicated against a level playing field.

“Our preferred suppliers are selected through a formal bidding process in accordance with OJEU requirements,” Joan continues. “We spend around £1½ million each year with them on IT equipment.”

Around-the-clock assistance

Recently Home Group deselected one of its original suppliers in favour of BT Engage IT, on the basis of the latter’s superior customer service and value for money. A BT division providing specialist IT services, BT Engage IT had scored highly during the original OJEU process.

“Our experience of working with BT Engage IT has been very positive,” says Joan Williams. BT Engage IT now supplies Cisco SMARTnet services to Home Group. This entails around-the-clock technical assistance for the firm’s Cisco-based local and wide area networks as well as hardware repair and replacement services.

In conclusion, Joan Williams provides an example of the customer service and value for money provided by BT Engage IT: “Recently offering the best price for the supply of four HP servers for a Home Group HR project, the BT Engage IT product delivery was spot on. Really right first time. On the basis of what we’ve seen so far, we’re looking forward to increasing our business with BT Engage IT in the future.”

About Home Group

Home Group is a leading UK provider of affordable and supported housing. Operating throughout England and Scotland, Home Group manages 52,000 homes and provides care and support services for more than 18,000 people. With annual turnover in excess of £230 million, Home Group operates through two distinct business streams. Home Operations manages and develops affordable housing for rent, shared ownership, and sale; while Stoneham provides housing and support services for socially excluded people.

About BT Engage IT

BT Engage IT provides businesses with access to one of the most comprehensive IT services portfolios in the market. As part of BT Group, it is able to offer a truly integrated suite of IT services from advice and design, through to deployment and support. BT Engage IT employs over 900 highly qualified staff including 70 professional services consultants, 72 accredited Microsoft engineers, and over 300 field engineers. It also has strategic partnerships and leading accreditations with key vendors like HP, IBM, Toshiba, Microsoft, Cisco, VMware, Citrix, and Symantec.

Case Study

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