

# Connect IT, Empower IT, Deliver IT: Brighter Futures' Smooth Transition

**Client: Brighter Futures**  
**Project: Office Move**

## Overview

Brighter Futures, a dedicated housing association committed to supporting its community, has been working with Central for over four years. As part of their growth and commitment to providing high-quality services, they recently relocated to a new headquarters. To ensure a smooth transition and continued operational efficiency, Brighter Futures partnered with Central to manage the entire IT and connectivity setup, ensuring a seamless move with no disruption to daily operations.

## Challenge

Brighter Futures faced the challenge of moving to a new HQ while ensuring their IT infrastructure and network remained operational with no downtime. They needed to:

- Seamlessly transition all IT systems, networks, and connectivity to the new location.
- Upgrade and install critical infrastructure, including firewalls, wireless access points, LAN, and switches.
- Ensure full operational functionality of telephony services during and after the move.

The transition needed to be executed in a single day with minimal disruption, requiring detailed planning and testing.

## Solution

Central took charge of the entire migration and IT infrastructure setup for Brighter Futures, delivering the following services

### Network & Connectivity Setup

- Deployed and configured all network hardware, including firewalls, LAN, wireless access points, and switches.
- Set up both the local network and wide area network (WAN) to ensure robust connectivity across the new HQ.

## Telephony Upgrade

- Upgraded Brighter Futures' telephony system to 8x8, providing a fully managed telephony service.
- Enhanced call functionality, offering improved efficiency and better management of communication.

## Seamless Migration

- Coordinated and executed the full migration in one day, ensuring a smooth transition with zero downtime.
- Conducted forward planning and extensive testing to guarantee everything would work perfectly from day one.

## Fully Managed Support

- Provided ongoing support for both IT infrastructure and telephony services, ensuring Brighter Futures' team could focus on their core mission.

## Outcomes

- **Zero Downtime:** The migration was executed without any disruptions, ensuring all staff were up and running at the new HQ without delay.
- **Improved Call Functionality:** Upgrading to 8x8 telephony provided enhanced call features, improving communication efficiency for the organisation.
- **Enhanced Network Performance:** The new networking infrastructure ensured fast, reliable connectivity across the new HQ.
- **Seamless Transition:** Careful planning and testing made the entire move smooth and successful, with no IT-related issues on the day of the move.
- **Ongoing Managed Service:** Central continues to provide fully managed support for IT and telephony, allowing Brighter Futures to focus on their services.

## Conclusion

- A successful, zero-downtime relocation to the new HQ.
- Upgraded and improved network and telephony systems.
- Fully managed IT and telephony services for ongoing operational efficiency.

**“Thanks to Central, our move to the new HQ was flawless. The planning, setup, and migration were seamless, and now our team is operating at full capacity with better connectivity and call solutions.”**

**Catherine Koi, Business Support Team Leader, Brighter Futures**