

**CHS** GROUP   
housing, care, and community services in Cambridgeshire



*simplify*IT



# CAMBRIDGE HOUSING SOCIETY (CHS) GROUP CASE STUDY

# ABOUT CHS GROUP

Based in the heart of Cambridge, CHS Group is a leading provider of high-quality housing and support services. With a legacy of over 90 years, we are dedicated to making a positive difference in the lives of individuals and communities across the region.

## Our Mission

Our mission is to create vibrant, sustainable communities where people can thrive. We are committed to providing safe, affordable, and well-maintained homes, as well as tailored support services that empower individuals to lead fulfilling lives.

## Our Vision

We envision a society where everyone has access to a decent home and the opportunity to live independently and with dignity. Our goal is to be at the forefront of housing and community development, continually improving our services to meet the evolving needs of our residents.

## What We Do

CHS Group offers a comprehensive range of services designed to support our community members at every stage of life. Our areas of focus include:

- **Affordable Housing:** Providing a range of housing options to suit different needs and budgets, from social housing to shared ownership and rental properties.
- **Support Services:** Offering tailored support to help individuals live independently, including assistance for older people, those with disabilities, and young adults.
- **Community Development:** Engaging with local communities to enhance facilities, promote social inclusion, and foster a sense of belonging.
- **Youth Services:** Delivering programs and activities designed to support young people's development and well-being.



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## THE CHALLENGE

As CHS Group continued to expand its services and outreach, it became increasingly evident that their IT infrastructure was struggling to keep pace. The ageing systems, once state-of-the-art, were now becoming a significant impediment to their growth and efficiency. These legacy systems were not only costly to maintain but also lacked the flexibility and scalability required to support their evolving business needs. The limitations of their outdated infrastructure were starting to affect their ability to deliver high-quality services and respond swiftly to the needs of residents and partners.

Moreover, the inability to support modern applications and integrate new technologies was hindering their operational efficiency and innovation. Their team faced frequent downtimes, slower performance, and compatibility issues, which impacted productivity and service delivery. The outdated infrastructure also posed security risks, as it was more vulnerable to cyber threats and lacked the advanced protection mechanisms necessary in today's digital landscape. It was clear that to continue growing and maintaining their commitment to excellence, a comprehensive overhaul of their IT infrastructure was imperative.

## THE SOLUTION

Recognising the critical need for a technological overhaul, CHS Group partnered with Simplify IT to modernise their IT infrastructure. Simplify IT brought in their expertise and cutting-edge solutions to address the challenges head-on.

The implementation of a new infrastructure leveraged all-flash storage, which drastically accelerated data access speeds and improved overall system performance. By integrating 10-gigabit networking, Simplify IT ensured that our network could handle increased traffic with ease, providing a seamless and rapid user experience for CHS staff.





## THE OUTCOME

This significant upgrade not only enhanced the efficiency and responsiveness with All Flash storage, latest server technology and 10gig networking but also bolstered CHS's cybersecurity posture. Simplify IT introduced advanced encryption technology, safeguarding the data and communications from potential cyber threats.

## WHAT CHS SAID:

"Working with Simplify IT has been a game-changer for our organisation. From the very beginning, the team took the time to truly understand the nuances of our IT environment, listening carefully to the challenges we were facing - not just at a surface level, but digging deep into the specific pain points holding us back.

They didn't just push a standard solution or one-size-fits-all approach. Instead, they carefully mapped out the best technologies that aligned with our goals, our operational needs, and most importantly, our budget. The result was a clear, realistic roadmap that moved us toward the next stage of growth without overextending our resources.

Tom, in particular, has worked with us for many years. He ensured the entire process—from initial demos to pricing, proposals, and final delivery—was smooth, transparent, and stress-free. Every step was handled with a level of professionalism and attention to detail that gave us complete confidence in the solutions being recommended.

The robust security measures ensured that sensitive information remained protected, giving CHS peace of mind and allowing them to focus on their mission of providing exceptional housing and support services. CHS Group now operates on a resilient, high-performance IT infrastructure that supports their growth and enables them to serve their community better than ever before.

Thanks to Simplify IT, we now have a robust IT foundation that's efficient, scalable, cost-effective, and tailored exactly to our business and that our users have commented on the improved performance. I couldn't recommend them highly enough!"

**Abs Vanat, Systems Manager**  
Cambridge Housing Society (CHS)

