



Operational efficiencies, improved security and enhanced collaboration for Transform Housing.



Transform Housing & Support (Transform) provide housing and support services for more than 1,500 people a year throughout Surrey, West Sussex, Berkshire and South West London.

The organisation employs 135 staff with a head office in Leatherhead and staff working from around 40 sites.

“The solution that LIMA implemented has not only ensured operational efficiencies but has assisted our employees by enabling greater collaboration, ultimately improving our service and customer experience.” **Claire Davidson, IT Consultant at Transform.**

Aligning with their organisational growth plans, Transform embarked on a digital transformation journey and needed a strategic IT partner to help them make the necessary changes to their IT infrastructure.

They aimed to improve operational efficiencies and security whilst enabling greater collaboration across their teams.

Currently operating on a co-located infrastructure, Transform turned to LIMA to adopt a new cloud-first strategy, with a hope of delivering improvements in service and customer experience for their clients.

LIMA was not only the right cultural fit but most importantly, delivered a lot of technical credibility.

Working as an extension of Transform’s IT team, the organisation now has access to skilled experts - from cyber security and modern workplace to cloud environments.

Challenges addressed

When designing and developing their cloud strategy, Transform had several challenges that they wanted to address, including:

- Transform had a small IT team and whilst the team is growing, they wanted a support service that allowed their IT department to focus on users rather than infrastructure.
- With an increasing reliance on technology, the resilience of their infrastructure was becoming a hot topic for the business.
- Transform had security concerns given the increasing threat of cyber attacks and the fact that they only had a small team to manage security.
- They wanted the ability to scale and flex their IT infrastructure up and down when needed and at speed if necessary.
- Utilise the collaboration and security products that Microsoft deliver through 365 services enabling them to work smarter and more efficiently.

The deliverables

To meet Transform's business goals and address their IT challenges LIMA developed a solution built on Microsoft Azure. The solution includes backup and disaster recovery, LIMA ProActive Support, Microsoft 365, SD-WAN and Connectivity and also LIMA's new Managed Vulnerability Scanning Service.

LIMA worked in partnership with Transform to help overcome any roadblocks and challenges throughout implementation and also to ensure that each stage reflected the business' objectives. LIMA helped them on a journey to better utilise their skills and value and deliver service enhancements internally, whilst undertaking the responsibility of managing their infrastructure.



Benefits and outcomes


Since partnering with LIMA, Transform has seen many business benefits and continue to progress on their cloud journey. Some key highlights include:

- The use of consumption-based billing has enabled Transform to forecast costs more accurately and work more efficiently.
- Improved scale and elasticity allowing them to adapt to changing needs and organisation growth.
- Helped Transform deliver a consistent and improved service to their tenants, drastically improving the digital experience they offer.
- Ensured enhanced collaboration across teams and enabled them to mobilise their workforce to adopt both remote and hybrid working with ease.

LIMA and Transform are now extending their partnership to enhance Transform's IT resilience through security services and have since worked on CSR initiatives to help change lives through the use of technology. [Click here](#) to read about our latest CSR partnership with Transform.

Want to find out more about our cloud services and infrastructure solutions? [Click here](#) to get in touch with one of our experts.

We are the strategic IT partner for the most ambitious organisations through insight-led IT services that enable resilience, optimisation and growth.

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