Novosco delivers professional services to resolve network issues for the Regenda Group

The customer

The Regenda Group is a leading independent North West housing and regeneration organisation, managing more than 13,000 properties for rent or sale across the region and providing homes to 25,000 people and their families.

The challenge

The Regenda Group was experiencing slow system performance affecting staff throughout the organisation. There had been investigations made into the possible cause of the performance issues by the in house ICT team and external suppliers. Unfortunately these investigations had been unsuccessful in identifying the root cause of the problem. The Regenda Group needed expert, impartial help to rapidly resolve the issues.

The solution

A structured programme of on-site and telephone support services was implemented to analyse, understand and resolve existing problems and to mitigate potential future issues.

Overview

Services
- Network and virtual infrastructure audit
- Telephone support & dial in assistance
- Training

Benefits
- Impartial, expert advice
- Improvements in network infrastructure efficiency
- Coaching and best practice skills transfer
- Strategic third party view on future infrastructure development

Our initial approach was to invest the time of two experienced field engineers on site to scrutinise the environment and pin-point the root cause of the slow performance. Checks were made on the network and on the Citrix environment, bottlenecks were quickly identified and the engineers worked with the in house ICT team to put resolutions in place.

In addition to these immediate fixes, we proposed a series of next steps, based on best practice, to address the underlying issues within the network. Regenda Group IT Manager and Novosco worked together to prioritise these recommendations and develop a one year support engagement to cover a range hardware and applications.

The service plan includes a monthly workshop between the Regenda Group IT team and the Novosco team to review progress and next steps on both sides.

Business results & benefits

Significant improvements have been made to the performance of the IT infrastructure.

> Novosco was able to impartially and independently analyse the environment to identify and resolve the most pressing issues, providing the desired return on previous investments.

The finding from the initial engagement enabled The Regenda Group to prioritise the required next steps and put in place a structured action plan for infrastructure improvements.

Novosco provided expertise and guidance throughout this process to ensure the ICT Team's customer SLA's were maintained. As a result of the work done, calls to the Service Desk regarding performance issues were reduced and customer satisfaction improved.

Novosco also provides advice and guidance on any future plans for infrastructure development.

"Novosco were organised and efficient in their approach. The team took ownership of the situation and rapidly delivered results."

Ian Ward, IT Manager, Regenda Group

We enjoy a strong working relationship with Novosco. I trust their opinion and their expertise and would recommend their services to any organisation in a similar situation.

Sharon Georghiou, ICT Technical Service Manager, Regenda Group

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