FluidOne

CASE STUDY

Coastal Housing

COASTAL Housing Group

About FluidOne

At FluidOne, we are proud to be an award-winning Connected Cloud Solutions provider that's consistently achieving one of the highest Net Promoter Scores (NPS) in the industry.

Our own national fibre network, Platform One, underlies each of our services and is the most connected network in the UK. Our services cover connectivity, SD-WAN, cyber security, IT & cloud managed services, mobile & IoT, UCaaS and CCaaS.

We design tailored solutions to help each of our customers and partners digitally transform their IT and communications. We combine the services of our specialist partners in cyber security, IT managed services, and UC with our unparalleled connectivity to create multi-cloud and multi-connected environments that are secure and safe for them to use.

About Coastal

Coastal is a not-for-profit company that develops homes and commercial premises for rental and sale. We're based at offices on Swansea High Street.

We were formed in 2008 through the merger of Swansea Housing Association and Dewi Sant Housing Association, so we've been providing homes to local people in and around the Swansea area since the 1970s.

We currently manage over 6,000 homes across Bridgend, Carmarthenshire, Neath & Port Talbot and Swansea. We aim to rent homes for less than what you'd expect to pay a private landlord for a similar property in the area.

In addition to renting homes, we develop properties for sale through our dedicated home sales company Pennant Homes. We always offer affordable homeownership options like Help to Buy Wales when we develop homes for sale.

We're a significant commercial landlord too, providing a wide variety of commercial premises like offices, pubs, restaurants and shops.

Giving Coastal the leading edge

with flexible tariffs, new devices & Intune

Coastal Housing were looking for a partner who could provide a superior service wrap for their entire mobile fleet, incorporating mobile airtime with end-to-end support to improve end user experience.

The Challenge

Due to limited cost control and minimal account management, Coastal Housing Association engaged FluidOne during an active review of mobile service providers. Part of this review included a requirement for a major device refresh and Coastal were keen to use Zero Touch as their preferred staging platform. During dialogue with FluidOne it also became apparent that there was no Mobile Device Management in place, which was viewed as another key component to the project.

The Solution

FluidOne created a bespoke solution, tailored to Coastal Housing Association's requirements. New Google devices for over 200 end users were procured with improved cost control via a new EE tariff. Devices were secured via an Intune deployment following the additional engagement with FluidOne's Enterprise IT Centre of Excellence

David Greer, Mobile Sales Manager at FluidOne, recalls:

"It was apparent from the first meeting with Coastal and Rod Gregory (Head of Facilities), that the mobile estate could have benefited from a more advanced service wrap, better cost controls via in-month management, the correct staging of devices via Zero Touch and the new roll out of Intune as the primary MDM solution."

"We wanted to create a bespoke tariff for Coastal, unique to them whilst remaining on the EE network due to excellent coverage in South Wales, whilst also offering a pre-staged device that was ready to use out of the box, secured to meet corporate security requirements."

The Result

Quotes from Paul Wood – IT Consultant-Tech Team

"We found the team to be very engaging open and honest and their knowledge on the subject matter was re-assuring throughout. "

"The technical aspect of the on boarding process was well handled and we had regular weekly meetings to continually assess process and at no point where we worried about the transition deadlines, even though this was a challenging and short time period. The physical SIM and device swap over (which are difficult at the best of times) was handled efficiently and well and FluidOne were able to accommodate some internal customer channels with ease. We were confident that FluidOne would be available if there were issues and that was very beneficial."

"We wanted to have an increased security posture on our devices to mitigate the significant number of risks that can present themselves through this channel. Working with FluidOne allowed us to put in place software that will facilitate this process and we will look to extend our relationship with them for other devices within the portfolio."

FluidOne were able to successfully deliver against all of the client goals, plus adding To the desired outcome and all elements were delivered against.

Get in Touch

We are here to help and with our expertise, we can recommend the right product for your business.