

# IT SUPPORT MIGRATION & OFFICE 365 FIXES



HOPE HOMES



Tangible improvements  
within 1 week



Dramatic Reduction  
in Downtime



Increased Team Confidence  
and Engagement

## ABOUT HOPE HOMES

The business was established in 1990 by three members of the Hope family who shared a vision to: become a builder whom people could trust; that tradesmen would be proud to work for; and who built homes in which you would want to live.

Now in their 30th year and still proudly owned by its founders, Hope Homes have built 1,000+ homes, employ 80+ people and have grown to a turnover of £10 Million.

*"We were nervous about switching partners, but we are so glad that we did. Innovec could not have done a better job.*

*As a growing, family business we do not have the luxury of being able to afford a lot of downtime. We just need to know that our IT is working so that we can focus completely on our customers and our team.*

*Innovec get this. They just make things work. No downtime and no hassle. Our team are much more engaged since we moved."*

Anne Hope, Director, Hope Homes

## CHALLENGES

- No Sense of Partnership From Existing IT Provider
- All Interaction was Driven by Hope Homes
- IT Issues Impacting on Day-to-Day Productivity
- Niggling Issues Taking Longer to Resolve
- Lack of Confidence in Using IT to Drive the Business
- Downtime Leading to Costs and Distractions

## HOW INNOVEC HELPED

- Complete Site Audit & Issue Identification
- Fully Documented Handover and Project Plan
- Clear Communication at Each Stage of the Process
- Dealt Directly With Existing Partners Throughout
- Engineers On-Site for Entirety of the Migration
- Regular Site Visits & Floor-walks
- Weekly Checks of Critical Systems & Backups
- Knowledgeable & Friendly Remote Support



# WHAT WAS INVOLVED IN CHANGING PROVIDER?

## THE PROCESS

From receiving the initial enquiry from Hope Homes, Innovec implemented their tested and proven process for taking over support of an existing IT Setup.

### 1. Initial Engagement

- Met with Directors and Key Staff
- Documented existing setup & pain points
- Defined what the business required from IT and their Support Provider

### 2. Pre-Takeover

- Documented Full Site Audit & Project Plan
- Both Parties Signed off on Audit and Plan
- Engaged existing partner for documentation, user details and passwords

### 3. Takeover & Go-Live

- Full backup & tests carried out beforehand
- Engineers on-site throughout the process
- Updates and patches applied out of hours to avoid downtime

### 4. Post Go-Live & Ongoing

- Regular site visits & floor-walks
- Proactive monitoring and maintenance
- Friendly remote support from engineers who regularly visit Hope Homes' office

## THE RESULTS



**Downtime During Takeover**



**Improved Existing IT Within 1 Week**



**Increased Staff Engagement**



**Office 365 Audit & Fixes Applied**



**Regular Site Visits & Maintenance**



**Peace of Mind: Proactive Support**

## THE EXPERIENCE

*"Our experience with IT providers in the past had unfortunately been that they "over promise, under deliver". Innovec are the exact opposite - we can't fault them. Given the importance of this project, Innovec delivered with absolutely no downtime, and even better, they took what we already had and made it better without trying to upsell us.*

*We noticed real improvements across the business within a week, and most importantly, we can focus on building homes rather than worrying about IT. I would recommend Innovec to anyone, and actually already have"*

Anne Hope, Director, Hope Homes

