

Case studies

Technology Services 3, RM6100

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Sovereign Network Group (SNG)

The customer need

Sovereign Network Group (SNG) is a leading housing association, providing over 84,000 homes to 210,000 customers, investing in communities across the south of England.

Digital, including effective adoption of cloud solutions, plays a pivotal role in the effective delivery of SNG's services and in turn, achievement of their corporate objectives including:

- A strong focus on value for money and delivering greater customer value.
- Providing the digital services SNG's customers want.
- Mitigating key risks and creating greater resilience in service provision including defence against cyber-attacks.

SNG's leverage of the cloud is also key to transforming customer and asset insights, developing new intelligent customer services with IOT and increasing productivity with automation.

To accelerate these opportunities, SNG needed to transform its hosting and transition its major business systems in private managed hosting to Microsoft Azure, while establishing new technical capabilities as part of a new Azure operating model. To maximise savings SNG needed to move quickly while transforming its virtual desktop provision, rationalising the technology stack with Microsoft to Azure Virtual Desktop for SNG's field workforce and applications delivery.

The solution

Lots 1, Technology Strategy and Services Design, and 2, Transition and Transformation, on the CCS Technology Services 3 framework agreement.

SNG appointed Marlborough Consulting through Technology Service 3.

From the outset Marlborough drove focus on the outcomes and benefits required by SNG, and they tailored the approach and established the critical path plan accordingly.

The project demanded parallel streams of change across multiple areas including networks, hosting, integration, security, service design, service transition, training,

and onboarding new suppliers.

Given the criticality of SNG's major business systems, Marlborough worked with SNG to implement a rigorous approach to testing and business readiness and deployed expert resources in designing, building and transitioning to new high performing and resilient Azure services.

Marlborough injected tried and tested tools and techniques, brought energy and pace throughout and leveraged their significant transformation experience to make targeted interventions early, to keep the project on track, achieve key milestones and realise significant financial benefits.

The benefits

All of SNG's needs were met and benefits achieved, including seamlessly transitioning major business systems with significant cost savings per annum and a step change in agility and resilience, all delivered without business disruption. Additional benefits included the upskilling of SNG staff through knowledge transfer from the Marlborough team.

SNG now benefits from far greater value for money and cost control of its hosting, improved responsiveness to customer and business change, new capabilities for enhanced digital customer services and modern skills paths and empowerment of the IT Team.

Customer feedback

Sally Millet, IT Change Director at SNG commented:

"Marlborough made the difference, providing an optimal mix of highly experienced leadership coupled with strong subject matter expertise, helping us to quickly form a high performing team, bringing passion, energy and knowledge to every session, every day. They provided comprehensive project, technical, procurement and service support, while being highly cost effective. With Marlborough's expert support we were confident we could deliver this complex project at pace without business disruption."

Kevin Ives, SNG's CIO added:

"Our cloud services transformation has been a great success! We now have greater control of our services with our major business systems in Azure, and by empowering our people to manage the services directly, we have much greater agility to respond to our customers' needs. We have also made significant savings to the bottom line while increasing our resilience."