



CLIENT CASE STUDY: ORE VALLEY HOUSING ASSOCIATION



Ore Valley Housing Association, a Scottish housing association, was facing a number of IT challenges that were hindering their operations. Their aging infrastructure, reliance on outdated servers, and limited cloud capabilities were creating inefficiencies and security risks. Recognising the need for a modern, reliable IT solution, they sought out a managed services provider that could address their specific needs.

Through their long-standing relationship with Steven McGuire, Business Development Consultant at Lugo, Ore Valley Housing Association became aware of the company's expertise in providing comprehensive IT support and cyber security solutions. Impressed by Lugo's reputation and tailored approach, they decided to partner with them to transform their IT landscape.

OVERCOMING IT CHALLENGES WITH LUGO

Lugo's team conducted a thorough assessment of Ore Valley Housing Association's IT environment and identified the key areas that needed improvement. They developed a customised plan to upgrade the infrastructure, migrate critical systems to the cloud, and implement robust cybersecurity measures.

One of the most significant challenges was the need to modernise the association's remote access system. Lugo successfully migrated this critical system to the cloud, eliminating the reliance on outdated servers and improving accessibility for the team working from home. This not only enhanced efficiency but also strengthened security.

KEY BENEFITS OF PARTNERING WITH LUGO

- **Modernised Infrastructure:** Upgraded IT infrastructure to improve efficiency and reliability.
- **Enhanced Security:** Implemented robust cyber security measures to protect against threats.
- **Improved Efficiency:** Streamlined IT operations and reduced reliance on internal resources.
- **Proactive Support:** Received timely and effective assistance from Lugo's dedicated team.
- **Customised Solutions:** Benefitted from Lugo's tailored approach to meet their specific needs.



A STRONG PARTNERSHIP

Ore Valley Housing Association has been impressed with Lugo's commitment to providing exceptional service. The team at Lugo is responsive, knowledgeable, and always willing to go the extra mile. They have consistently exceeded expectations, delivering solutions that have transformed the association's IT capabilities.

ENHANCED SECURITY AND EFFICIENCY

Lugo's proactive approach to cyber security has given Ore Valley Housing Association peace of mind. By implementing consistent hardware and software across the organisation, and continuously monitoring for threats, Lugo has significantly reduced the risk of cyber attacks. This has enabled the association's leadership to focus on their core mission without worrying about IT security. In addition to improved security, Ore Valley Housing Association has experienced significant business efficiencies. Team members are now able to solve many IT issues directly with Lugo's helpdesk, reducing the burden on internal IT resources. The association's IT infrastructure is more reliable and scalable, enabling them to support their growing operations.

CONCLUSION

Ore Valley Housing Association's partnership with Lugo has been a resounding success. By addressing their IT challenges and providing comprehensive support, Lugo has enabled the association to focus on their core mission while enjoying the benefits of a modern, secure, and efficient technology infrastructure.

IN THE WORDS OF NICK, CEO OF ORE VALLEY HOUSING ASSOCIATION

"Lugo is undoubtedly a very professional organisation that knows their stuff. They understand our sector and the challenges we face, and they provide a quality service that has transformed our business."

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