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Case Study

Tai Wales & West Housing

Organisation

Wales & West Housing Association

About

Wales & West Housing Association is a not-for-profit organisation dedicated to providing high-quality, affordable housing to people across Wales.

With a commitment to community and service excellence, their operational success relies on a resilient, well-supported IT network that connects staff, services, and residents in real time.

Summary

As a major social housing provider operating across Wales, Wales & West Housing Association manages a wide portfolio of properties, tenants, and support services.

Creative Networks has been a long-term network support provider, delivering expert-led, outsourced services that alleviate pressure on in-house teams. With a strong Cisco skillset and certified partnership status, the team also helps Wales & West Housing secure the best value for Cisco hardware and licensing, ensuring performance, reliability, and cost-efficiency across the network.

The Challenge

Managing a distributed network infrastructure while supporting a large workforce and tenant base created consistent pressure on the organisation's internal IT team. Wales & West Housing needed a scalable and reliable outsourced network support model to handle day-to-day network management and escalate technical issues efficiently. Additionally, they required a solution that could leverage Cisco technologies while maximising value on hardware and licensing procurement.

Wales & West Housing Association Invest In People Platinum

vmware 3CX Microsoft DELL CITRIX Office 365

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CISCO

The Solution

Creative Networks provides ongoing, outsourced network support, allowing Wales & West Housing to raise tickets and delegate technical work as needed, freeing up their internal team for strategic priorities. With a focus on Cisco-based environments, the team supports everything from network configurations to troubleshooting and system upgrades.

Leveraging its official Cisco partnership, Creative Networks also assists with the procurement of Cisco hardware and software, ensuring the housing association receives optimal pricing and licencing terms, delivering long-term value and high performance.

The Benefits

Operational Relief for IT Teams
Internal teams benefit from reduced pressure through delegated ticket handling and hands-on network support.

Cisco Network Expertise
Expertise in Cisco environments ensures robust, secure, and scalable network management.

Cost-Effective Procurement
Through its Cisco partnership, Creative Networks secures competitive pricing on hardware and software, supporting budget efficiency.

Reliable Long-Term Support
A proven, ongoing relationship has made Creative Networks a trusted extension of Wales & West Housing's IT operations.

The Future

Wales & West Housing Association is positioned to leverage its strengthened IT infrastructure to support future growth and service expansion across Wales. By capitalising on emerging Cisco technologies and innovations, Wales & West Housing can enhance tenant services, improve operational efficiency, and respond more swiftly to changing demands. Creative Networks' ongoing commitment to network excellence and cost-effective procurement ensures the organisation remains agile, secure, and financially prudent. This partnership provides Wales & West Housing with a solid foundation to invest in next-generation connectivity solutions whilst maintaining the reliability and performance that residents and staff depend upon.