

EBOOK

# Connecting communities

Equipping housing associations with innovative, future-proof technologies and unique solutions



# Connecting communities

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# Introduction

4.4 million houses across England are social homes.

As the cost of living continues to rise, the UK social housing sector is facing many challenges, from over-squeezed budgets to inefficient legacy systems. As housing associations seek modern solutions to aging infrastructure, technology offers efficiency and innovation to a sector in pursuit of enhanced performance.

From optimising admin to establishing strong lines of communication, robust network connectivity is the key to forging connected and supportive communities.

## The right solution at the right time

With the right digital solutions, housing associations can lower the cost of housing, enhance communication and provide the kind of services that residents need.

Using the following services from Wavenet and Extreme Networks, housing associations can optimise their offering:



Wired Network Access



Wireless Network Access



Network Security



Network Management

In this eBook, we look at how housing associations can use digital solutions to best effect, and how Wavenet and Extreme are working in partnership to set the sector up for success.

# Introducing Extreme

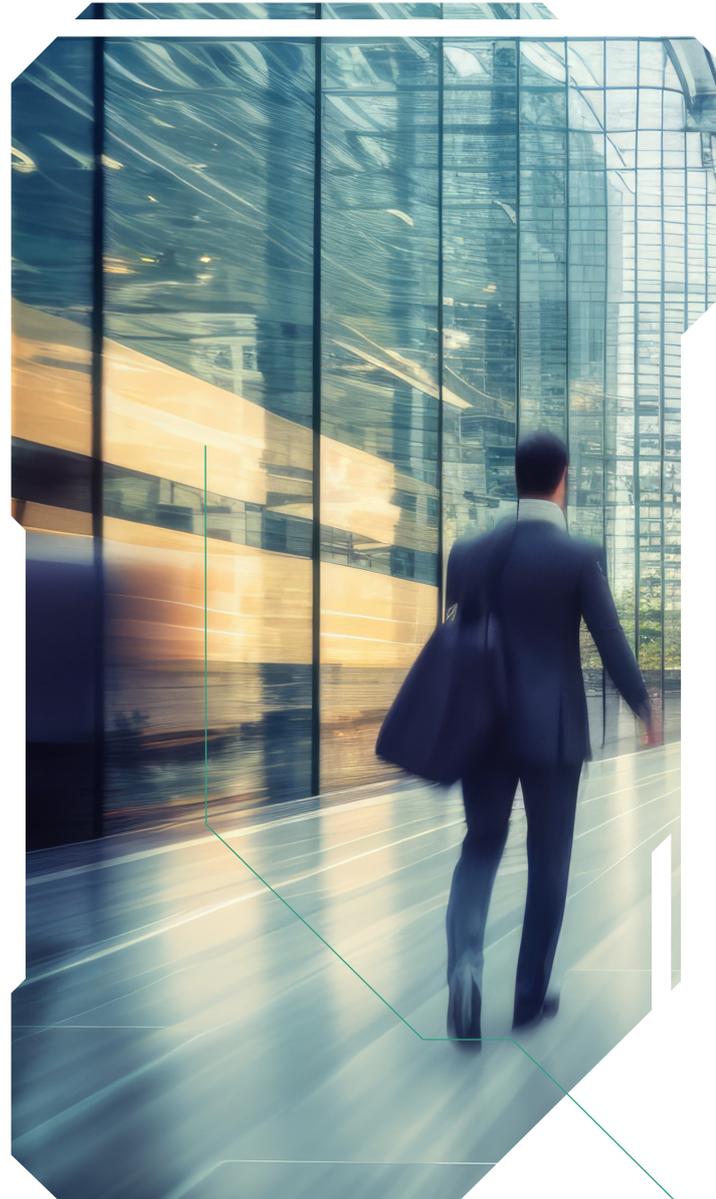
We work in partnership with Extreme, a specialist provider of cloud networking that specialises in simple, flexible and scalable networks.

As a Gartner leader at the forefront of their field, Extreme Networks has proven industry technology expertise that customers trust, time and again.

With a flexible approach that can be tailored to any requirement, Extreme's top-rated team provide global technical support that is 100% in-sourced, with a comprehensive portfolio of solutions designed to meet every organisation's unique requirements.

## Extreme's services cover

- Planning, deployment, maintenance and support for your IT environment
- Integration of existing technologies with new solutions for the optimal mix
- Cloud architecture to simplify diverse operations
- IoT troubleshooting and security with PPSK and NAC
- Location services to easily track and secure devices
- Realising maximum value from your IT investment



# Challenges to Overcome

## Limited connectivity options

There is nothing more frustrating than being unable to get online when we need to.

When network infrastructure falls short, residents and housing associations alike will repeatedly come up against barriers that prevent them from accessing essential online services, resources and communication platforms.

This digital divide only enhances the impact of inequalities, restricting access to vital information and opportunities. The challenge is not just about providing internet access, but ensuring that connectivity options are robust, affordable and capable of scaling to meet growing digital demands.

Addressing these limitations is vital when it comes to empowering communities through networking technology.

## Security concerns

Secure houses are one thing. Secure networks are quite another.

Housing associations hold a wealth of data that is rich with sensitive personal information – and this makes them a prime target for hackers. Gaps in network security not only threaten tenant privacy, but also weaken the trust and credibility of housing associations. And, as housing associations rely more and more on technology to streamline admin tasks and tenant services, the risk of breaches and cyber threats grows.

The challenge is to implement robust security measures that can resist evolving cyber threats, ensuring that critical information remains protected. This requires a carefully considered mix of solutions, balancing the growing need for accessibility with security measures that are fit for purpose.

## Scalability issues

As housing associations cater to ever-increasing numbers, networks must scale in line.

Growing levels of data, expanding user bases and the integration of new applications require flexible network solutions that can scale to meet demand. Without this, networks will become congested, perform poorly and ultimately result in system failures.

By developing and maintaining networks that can expand and flex to meet modern digital demands, housing associations can ensure that their network infrastructure is capable of supporting both current and future requirements – without compromising efficiency or service quality.



# The solution

## Secure network solutions for improved efficiency

Wavenet and Extreme’s solutions help housing associations streamline operations, improve efficiency and ensure the security of sensitive tenant data.

By enabling housing associations to evaluate the benefits of moving to cloud-based networking systems, they are empowered with a digitally transformed approach that improves quality, boosts productivity and cuts costs.

Whatever your requirements, we can provide tailored solutions that align with your individual goals and budget, ensuring a seamless and resilient experience for tenants and agents alike.

## Solutions for the housing sector



### Modernizing Infrastructure

Transforming IT infrastructure with a single network to connect employees and tenants to critical services and applications.



### Safeguarding Data

Secure, compliant cloud infrastructure, connecting users at scale.



### Excellent Digital Experiences

Providing always-on access from any device, via wired and wireless networking.



### Digital transformation

Enhanced digital transformation and process automation with a defined cloud migration strategy.

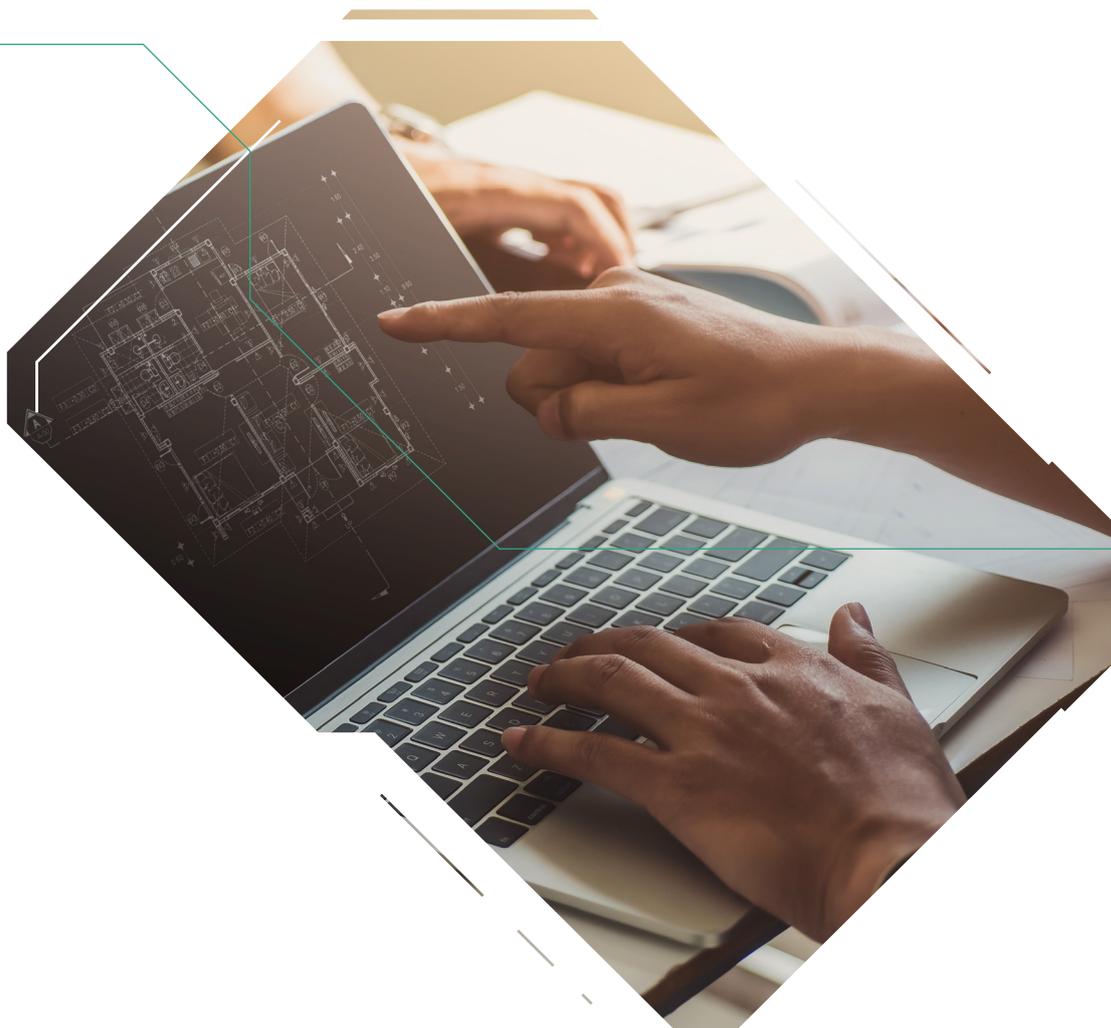
## Accelerating innovation in partnership with Extreme

We work in partnership with Extreme, a market leader in cloud networking that specialises in simple, flexible and scalable networks.

With more devices, more data and more people than ever before, network flexibility has never been more important. As a provider of innovative networking solutions worldwide, Extreme enables housing associations to securely connect devices and applications in new ways, delivering networks that offer both strategic advantage and customer-centric experiences.

### Extreme's services cover

- Planning, deployment, maintenance and support for your IT environment
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# Cloud migration

With cloud computing, data and services can be remotely managed, maintained, and stored over the internet as opposed to being kept on a local hard drive or on-site server.

Wavenet and Extreme's comprehensive range of services leverages a global architecture to provide reliable, secure voice and data communications. All hosted solutions are run from globally distributed data centre locations that are available all day, every day.

## Features and benefits

- **Network Management:** Covers wired, wireless, SD-WAN and IoT devices
- **Security:** Layered across the entire infrastructure with network access solutions, interface protection and SD-WAN
- **Analytics:** Includes diagnostics and troubleshooting
- **WAN Edge:** SD-WAN connectivity between on-site infrastructure, data centres and cloud with application performance management for enhanced user experiences



# The future of connectivity in housing

## Digitally streamlined data management

With increased mobile accessibility, tenants and housing association employees will be able to gain real-time access to information and systems.

This will help shorten processes, making it easier for tenants to make contact and for housing associations to respond, boosting productivity and enhancing the tenant experience.

By digitising information, housing associations will be able to collect and leverage data, creating a single pane of glass-style view of tenants and properties and generating valuable insights to help inform decision-making.

## Agile IT infrastructure

Updating legacy tech is sometimes seen as an extra expense, but the reality is that it's more expensive (and inefficient) to continue maintaining outdated systems.

Modern digital housing associations need IT infrastructure that can scale and flex to handle changing amounts of data, offering the high levels of security needed to protect sensitive information and vital business applications.

Housing associations need to embrace and adopt innovative digital technologies to improve their agility – from cloud infrastructure, to live web-based applications, to cutting-edge communications channels.

## Tenant self-service

The pandemic did a lot for digitalisation, and the housing sector is no exception. With a permanent reduction in face-to-face interactions, many tech-savvy tenants are now looking for ways to solve problems themselves, and self-service offers a solution.

Apps and online document portals make it easier for residents to report maintenance issues, make rent payments or update their details – reducing pressure on the housing association and cutting down time to resolution.

## Connected devices

Connected devices help enhance energy efficiency and minimise households' carbon footprints by helping monitor and manage energy usage. They also improve safety, with intelligent sensors capable of keeping tabs on factors such as temperature and carbon monoxide.

With a widescale adoption of smart and integrated technology, tenants also have the peace of mind that they are protected and cared for – with instant access to support services, wherever they are.



# Customer quotes



We feel safe and happy in Wavenet's hands! We currently have 95% of our telephony and Broadband with Wavenet already, and are aiming to move the remaining 5% across too.

St. Basil's Housing



Wavenet has helped us to build a resilient, fast and fully supported WAN network to enable us to be flexible to changing business needs and environmental changes like the pandemic.

Platform Housing Group



From procurement to delivery, Wavenet has been great to work with. Our account manager always endeavoured to make sure we got the best experience available.

Karbon Homes

# Other Services

## Migrating from ISDN to SIP

SIP trunking is a flexible, cost-effective telecoms solution for companies in the housing sector – and with the official switch off due in 2025, it's on everyone's digital agenda.

Wavenet provides excellent pricing for all international, mobile, and landline calls within the UK. In general, SIP trunk fees will be lower than what housing associations already pay their ISDN providers.

### Features and benefits

- Fantastic rates on all UK fixed, mobile and international calls
- SIP trunk charges are less than current ISDN supplier fees

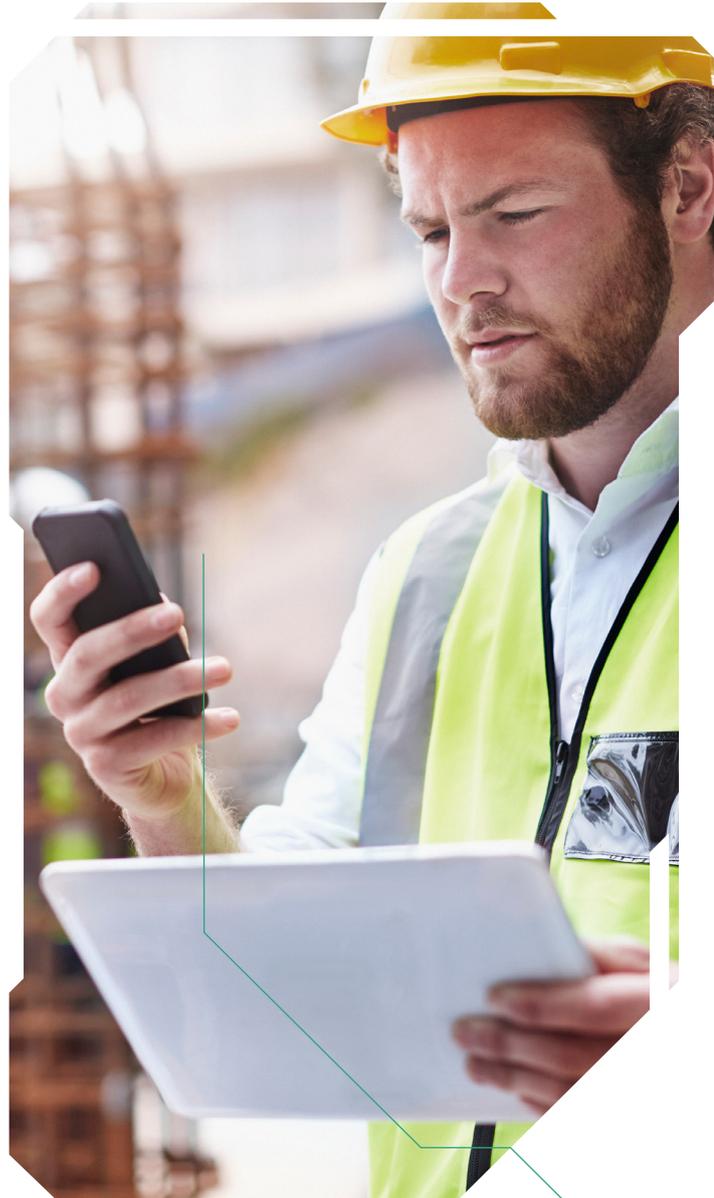
## Mobile Solutions

Not only is 5G faster than 4G, but it also offers significant advantages for the public sector, such as significantly lower latency and far quicker upload speeds. For the housing industry, this includes improvements in onsite teamwork, higher renter satisfaction, faster repair response times, more staff productivity and efficiency and shorter property vacancy times.

With fast 5G access, good mobile coverage offers real benefits within housing – and Wavenet offers a range of comprehensive solutions.

### Features and benefits

- Greatly improved upload speeds and vastly reduced latency
- Advances in onsite collaboration
- Increased tenant satisfaction levels
- Quicker response time for repairs
- Increased efficiency and productivity of workers
- Reduced property vacancy





## Artificial Intelligence (AI)

Data-driven technologies such as AI and Machine Learning can be used to make the most of core business applications, improving tenant portals to encourage more self-service and enabling real-time collaboration.

The time and effort needed to process maintenance requests can also be decreased by using AI to automate the process. Tenants can quickly and easily submit maintenance tickets using chatbots or virtual assistants, and housing associations can track and manage these requests as they arise.

### Features and benefits

- Enhanced, tech-powered tenant portals
- Increased levels of self-service
- Reduced admin burden for both housing associations and tenants
- More efficient resolution of issues

## Digital Safety and Security

Wavenet is dedicated to making sure that everyone working in the housing sector can communicate more effectively and securely in accordance with the government's security principles. This will keep users safe and support organisations' attempts to comply with GDPR.

### Features and benefits

- Enhanced user safety
- GDPR compliance
- Distributed Denial of Service (DDoS) protection
- 2-factor authentication
- Next-generation firewall

# Who we work with

## Enterprises: Large corporations in sectors such as finance, technology, manufacturing and retail

Assisting businesses in establishing and maintaining robust and secure communication networks.



## Small and medium-sized businesses (SMBs)

Working to provide cost-effective communication and technology solutions tailored to each organisation's specific needs.

## Healthcare providers: Hospitals, clinics and healthcare organisations

Enabling communication and connectivity between systems, facilities and employees within the healthcare sector.



## Housing sector: Working in partnership with Housing Associations

Helping housing associations build fast and supported networks to enable change and resilience.

## Educational Institutions: Schools, universities and educational institutions

Keeping schools online and facilitating the delivery of critical information to parents and staff at scale.



## GET STARTED

# Work with a provider who can transform your organisation's networking capabilities.

Wavenet is a trusted managed services provider, working in partnership with public sector bodies and businesses nationwide.

We utilise our experience and expertise to learn each customer's needs and offer solutions that provide industry-leading telecommunications and technology capabilities, empowering you to create a platform that will truly optimise your operations.

Our partnerships are long-standing and hand-picked to only offer the best technology to our customers, giving you the peace of mind that a Wavenet solution will support and grow with you, no matter what the future holds.

Talk to us



[WAVENET.CO.UK/PUBLIC-SECTOR](https://www.wavenet.co.uk/public-sector)

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IT, Cloud  
& Technology



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