

# Valleys to Coast

## Case Study

### Introduction

Valleys to Coast (V2C) was the first housing association in Wales to be formed by the large scale transfer of homes from a local authority.

Established in September 2003, V2C owns and manages over 6,000 homes in a diverse mixture of valley and town locations within the county borough of Bridgend.

Funded by a consortium comprising of the Nationwide and Principality Building Societies and the European Investment Bank they are planning to spend over £65m by 2014 to improve the condition of their homes.

Their vision however, extends beyond just homes; they are equally as passionate about developing and supporting thriving communities and promoting local engagement.

As part of this V2C recognise that many more people require access to affordable housing options than they can currently assist, and so we are also investing in the provision of new homes to grow their portfolio.

“Having short-listed The Word Telecom against other potential suppliers we were able to easily identify The Word Telecom as the best match to our needs on all key aspects.”

Nick Meyrick  
Head of I.T.



### Business expectation

- Add value by proactively providing unbiased advice and recommendations to improve efficiencies and reduce costs
- Support the business in day to day management of the network contracts
- Be V2C's primary point of contact for all mobile and telephony requirements and deal with the complexities and multiple contacts within network providers on V2C's behalf
- An expert who will inform us of industry trends and new products and services that may benefit our business

### Business solution

At V2C we wanted to work with a partner who would give us good advice and guidance in best practice around mobile communications and data, and The Word Telecom have done all that and we are confident they put our best interests first.

## Results achieved

Since we have contracted with The Word Telecom for our mobile requirements we have been able to focus on the value-added that we want to get from using mobile communications and data to support our business, rather than the day to day management of the network contracts, and the day to day operational changes.

The Word Telecom has enabled us to do that by proactively managing all aspects of dealing with our network provider, acting as a very effective go-between who is always on 'our side' when dealing with the network provider.

The Word Telecom also analyse our monthly spend and advise us of any potential changes to our contracts that could either improve our service or lower costs.

“Your account manager is always available and has always provided us with a very efficient service from advice on hardware choices right through to regular and detailed analysis of our usage profile against network tariffs to ensure we continuously get good value for money from our mobile contracts.”

Nick Meyrick  
Head of I.T.

## Integrated technology

- Digital Services on ISDN lines
- SIP Trunks
- Small Community Networking Technology to link sites seamlessly